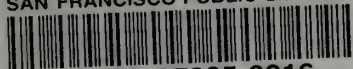


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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

[former Service, Reliability and Quality Committee (SRQC)]

DOCUMENTS DEPT

**Notice of Cancellation of Regular Meeting
for**

JUN 12 2003

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**Monday, June 16, 2003, 3:00 PM
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, Cesar Perez,
Linton Stables, Dorris Vincent, Dan Weaver
(2 Vacancies)

The Operations & Customer Service Committee (OCSC) [formerly the Service, Reliability and Quality Committee (SRQC)] **will not hold its regular scheduled meeting, Monday June 16, 2003 at 3:00PM. No agenda for this meeting was posted and distributed in advance.**

Please contact Vincent Dunlap (Council Secretary) at (415) 554-6873 should you have any questions.

Notes:

Notices of meeting and agenda, and minutes are available at the San Francisco Public Library (Main), 100 Larkin Street - Government Section (5th Floor) and on Muni's website at www.sfmuni.com/cac.

Written reports and background materials for calendar items are available for public inspection and copying at 401 Van Ness Ave, Room 334, during regular business hours.

Members of the Citizens' Advisory Council who are not members of the OCSC may attend Committee meeting. In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

The MTA CAC may be contacted as follows:
Municipal Transportation Agency, Citizens' Advisory Council

401 VAN NESS AVENUE-Room 334 -SAN FRANCISCO-CA. 94102-4524
☎ (415) 554-6873 FAX (415) 554-4103



Disability Access

Meetings are held in Room 334 (Conference Room #335) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor, make a left, and enter through Room 334. The conference room is to the right, down the inner hallway, and on your left.

The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus line nearest the meeting location is the 47 Van Ness. The closest MUNI Metro stop is the Van Ness Muni Station, where one can transfer to a 47 Van Ness bus. For more information about Muni accessible services, call (415) 923-6142.

There is accessible on-street vehicle parking available in the vicinity of the meeting location. A bicycle rack is located outside the main entrance to 401 Van Ness. The Civic Center Garage (entrance on the south side of McAllister Street, between Polk and Larkin Streets) includes bicycle racks in view of a parking attendant.

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Know Your Rights Under the Sunshine Ordinance **(Chapter 67 of the San Francisco Administrative Code)**

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the peoples' business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the peoples' review.

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Citizens interested in obtaining a free copy of the Sunshine Ordinance can request a copy from Ms. Hall or by printing Chapter 67 of the San Francisco Administrative Code on the Internet at <http://www.ci.sf.ca.us/bdsupvrs/sunshine.htm>.

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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

[former Service, Reliability and Quality Committee (SRQC)]

DOCUMENTS DEPT.

JUL 11 2003

**Notice of Regular Meeting and Agenda
for**

SAN FRANCISCO
PUBLIC LIBRARY

Monday, July 21, 2003, 3:00 PM

**401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

7-11-03P01 23

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, Cesar Perez,
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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])**

**Regular Meeting
Monday, July 21, 2003 at 3:00p.m.
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Review and Adopt Service Reliability and Quality Committee Minutes of May 19, 2003 (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	Station Operations (Discussion/Action) Madeline Harris (Superintendent, Station Operations)	3:20
6.	Revision to Muni Transfer Policy (Discussion/Action) Peter Straus (Manager, Service Planning)	3:35
7.	Rescue Muni J, L, M & N Lines Recommendations Follow-up (Discussion/Action) Peter Straus (Manager, Service Planning)	3:50
8.	39 Coit Service Improvement Follow-up (Discussion/Action) Peter Straus Manager, Service Planning)	4:05
9.	Cable Car Follow-up (Discussion/Action)	4:20
10.	Committee Members' Questions/Information Requests (Discussion/Action)	4:25
11.	Schedule Upcoming Meetings and Agenda Items (Discussion/Action) Next regular meeting tentatively scheduled for August 18, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 p.m.	4:30
12.	Adjournment	4:35

Attachments:

Agenda Item 2 - Draft SRQC Minutes, May 19, 2003

Agenda Item 8 - Coit Tower: The Car Ride from Hell (North Beach Beat Community Newspaper Article - June 2003)

Joy Hahn letter Re: 39-Coit Bus Line/Etc. (June 5, 2003)

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

August 2003:

Bus Cleaning

Follow-up items:

39 Coit Service Improvement

Passenger Service Report (PSR)

Cable Car



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Operations & Customer Service Committee (OCSC)

FINAL MINUTES

of

Regular Meeting

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AUG 21 2003

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Monday, July 21, 2003 at 3:00pm
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA

1. **Call to Order/Roll Call** (Agenda Item 1). Joan Downey (Chair) called the meeting to order at 3:10 p.m.

Committee Members Present: Joan Downey (Chair), Daniel Murphy, Norman Rolfe.

Committee Members Absent: Sue Cauthen.

The Secretary advised the Chair that Bruce Oka had submitted his resignation as a Committee Member effective July 21, 2003.

Council Members Present: Steve Ferrario.

Community Organization Representatives: Christopher Beland (Rescue Muni), Bill Seelinger (Telegraph Hill Dwellers).

Muni Staff Present: Madeline Harris (Superintendent, Station Operations), Joe Hickey (Station Agent Supervisors, Station Operations), Peter Straus (Manager, Service Planning), Vincent Dunlap (MTA CAC Secretary).

2. **Review and Adopt Service Reliability and Quality Committee Minutes of May 19, 2003** (Agenda Item 2 – Discussion/Action). Mr. Murphy moved the following motion, which was seconded by Mr. Rolfe:

Motion: The OCSC adopt Service Reliability and Quality Committee minutes May 19, 2003.

The motion passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

3. **Public Comment** (Agenda Item 3). **Mr. Christopher Beland, a San Francisco resident and member of Rescue Mini, requested that headway and door-to-door transit time information concerning Muni Metro be made available.** Mr. Beland stated that the information was not reported in the Service Standards. He commented that he had noticed on the Nextbus website that a statement was made that comprehensive reports with regard to headways and missed times should have been made available at the end of 2001. **Mr. Beland inquired if Muni had received reports from Nextbus and how could he**



request copies of the reports. Mr. Murphy suggested that the Committee ask Peter Straus (Manager, Service Planning) and submit an information request on Mr. Beland's behalf. The Chair agreed and directed that the Secretary submitted an information request for the Committee in response to Mr. Beland's request.

The Chair referenced the Committee's minutes of Monday, May 19, 2003, paragraph 4, regarding Mr. Vartanoff comments concerning repainting clearance lines (re-striping the Church Street right-of-way in yellow) the entire length of Church Street. She commented that Mr. Straus in a prior Service Reliability and Quality Committee (SRQC) meeting had stated that the re-striping might create a de factor lane and the lane to the outside might be substandard. **Ms. Downey stated that she had received comment that the Church Street right-of-way had been striped before and she had been asked to inquire if the old stripes had been out of compliance. The Secretary advised that Ms. Downey's question should be referred to Mr. Straus. Mr. Murphy suggested that Ms. Downey's question should be deferred until discussion of Agenda Item 7.**

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair indicated that there was nothing to report.

5. **Station Operations** (Agenda Item 5 - Discussion/Action). The Chair introduced Madeline Harris (Superintendent, Station Operations) and Mr. Joe Hickey (Station Agent Supervisors, Station Operations). Ms. Harris stated that since the Committee had requested Muni Staff to address Committee concerns regarding Station Operations, she was present at the request of the Committee and would answer Committee questions. The Chair raised concerns regarding Station Agents not being present in the booths during different times of the day, escalators being disengaged and not returned to service, and fare gates not accepting payment and thereby transfers for Proof of Payment (POP) were not issued. The Chair requested that Ms. Harris update the Committee regarding current Station Operations.

Ms Harris stated that with the budget crisis senior management decided to freeze the hiring of Station Agents. She explained that many of the Station Agents have been long-term employees who are retiring and replacements cannot be made. The goal of Station Operations has been to keep at least one Station Agent in each station. Ms. Harris commented on how gates at the secondary booths are frequently vandalized causing the fare boxes to malfunction and necessitating repair by Digital Technicians.

Ms. Downey inquired about escalators being disengaged. Ms. Harris disclosed that escalators are turned off for safety reasons in the absent of a Station Agent. As a safety precaution risks associated with escalator operations are assessed on frequency and severity. The potential risk and damage to a patron, and liability to the City is great enough for justifying deactivation of the escalators. She remarked

that there have been times that there are no Station Agents in the station. However, when a Station Agents has to momentarily leave, Agents are instructed to restart the escalators upon their return. Ms. Harris stated that this issue might need to be addressed in terms of reinforcing procedure that need to be followed.

Ms. Downey commented that at the joint stations, Bay Area Rapid Transit (BART) Agents should be available to assist in cases of emergency. Ms. Harris explained that BART has strongly indicated that the Municipal Railway (Muni) is responsible for its area in the joint station, i.e., Muni's escalators, platforms and what occur on the platforms.

Mr. Murphy inquired as to the procedures when a single manned station's Station Agent must leave the booth. Mr. Hickey explained that if the absence is momentary, the Agent leaves the gates in entry mode, lock the booth, leave the escalators in operations, attends to whatever brief concern, and return to the booth to resume their job.

Mr. Murphy asked how do patrons who use fare instruments that require Station Agent processing access Metro in the absence of an Agent? Mr. Hickey explained that if patrons have a valid pass or transfer, patrons are now allowed to use the "swing-gate" (emergency gate). A sign is posted that instructs patrons to use the gate in the absence of a Station Agent. If patrons use the \$0.35 Discount Fare or the \$0.35 Cash Fare a Station Agent must manually process the transaction.

Ms. Downey inquired as to how Proof of Payment (POP) Inspectors are notified of patrons who have entered the system and fares were not been processed due to the Station Agent not being present. Ms. Harris stated that POP Inspectors are instructed to escort patrons to the first car of the train and the patron pays at the fare box. She added that signs are posted at stations without staffing that instruct patrons to pay on the first car of the train.

Mr. Rolfe asked how is the determination made as to when the gates are placed in a fare mode or free entry mode? Mr. Hickey stated that since the beginning of subway operations in 1980, when a Station Agent is momentarily called away the gates are placed in entry mode. When a station is completely unstaffed, Station Agents are instructed to put the gates in free entry mode and place a pink signs over the self-scan that shows free entry. Instructions on the sign direct patrons to pay the operator on the first car of the train when no station agent is on duty. There is also an advisory statement that passengers are required by law to have Proof of Payment and violators will be cited. Central Control and the POP staff are notified of the unstaffed station to preclude automatic citing of patrons for not having paid a fare when entering the system via an unstaffed station.

Ms. Downey inquired as to current manning levels for Station Agents. Ms. Harris stated that there are currently 57 Station Agents assigned. A minimum of 27

Stations Agents are needed daily. Ms. Harris stated that currently 13 of the 57 assigned agents are in a long-term off-work status. She explained that the staffing requirement of Station Operations is that there must be nine (9) opening agents who have a half-hour unpaid lunch and work from 4:30am – 1:00pm weekdays. Nine (9) closing agents who have a half-hour unpaid lunch break are needed from 4:45pm – 1:15pm on weekdays. Between 1:00pm and 4:45pm all but three stations - Church, Castro and Forrest Hill, which are one-booth stations, do not have Station Agents assigned unless a Station Agent is brought in to work the gap. Five (5) agents are needed to cover station assignment gaps with at least two (2) AM and two (2) PM break agents. Weekends allow for some adjustments in Station Agents assignments. Eighteen Station Agents are required over the weekend with three (3) break agents.

In response to Mr. Murphy's question regard the manning of the secondary booths in the downtown stations, Ms. Harris explained that during the week a Station Agent is brought in at 6:15 or 8:15 am to fill the 1:00pm - 4:45pm gap. (The period when the AM Station Agents has departed and before the PM Station Agents arrives).

Ms. Downey asked about the effect POP has on the system as a whole and especially on Station Operations. Ms. Harris commented that the number of POP Inspectors should be assessed in relation to the amount of area and passengers that need to be covered. Currently a total of eighteen (18) Fare Inspectors are assigned with nine (9) inspectors presently on worker's compensation or disability. Nine Inspectors work from 6:00am – 11:00pm five (5) days a week and 7:00am - 11pm on weekends.

Mr. Ferrario suggested that a review of employees who are in a long-term disabled category and who continue to fill a working position should be done to determine how to move these employees into a special category to allow manning of Station Agent and POP positions. Ms. Harris explained that one Agent is at present out on maternity, two agents on long-term illness - one waiting retirement and the other may not be able to retire; one agent who was a disability transfer is on and off worker's compensation, and one agent is on worker's compensation as a result of an assault while closing a station. Ms. Harris stated that Human Resources is considering devising a system that addresses the Committee's concern.

Ms. Downey inquired about a previous thought that had been discussed requiring Station Agents to serve more as a roaming ambassador in the station. Ms. Harris stated that the idea was considered, however, electronic issues arose concerning responding to the white courtesy phone. She commented that as long as Muni has fares that require processing by an Agent, i.e., the \$0.35 reduced fare; Station Agents are needed in the booth to operate the gates.

Ms. Downey suggested that Station Agents and POP Inspectors' functions should be combined. Ms. Harris stated that Station Agents do not issue citations.

Peter Straus (Manager, Service Planning) commented that salaries issues might also preclude such a merger in that POP Inspectors are paid less than Station Agents. He explained that usually when classifications are merged the higher pay level is usually used. He commented that traditional practices at the time Civil Service Law established Station Agent salaries the law required for Station Agents salaries to be averaged by Bay Area properties. Since the only Bay Area property with Stations Agents at that time was BART, Station Agent salaries were established at a level commensurate to operating personnel, and Muni's Station Agents salaries were set accordingly.

The Chair extended her thanks to Ms. Harris and Mr. Hickey for coming and addressing the Committee.

6. **Revision to Muni Transfer Policy** (Agenda Item 6 - Discussion/Action). The Chair stated that Mr. Straus requested to address the Committee concerning a revision to Muni's Transfer Policy. Mr. Straus stated that current surveys have been done verifying Muni's annual observations and approximately 97% of cash payment passengers receive a transfer when boarding buses. He commented that concern had been expressed that in requiring all cash fare passengers to have a transfer boarding times would be negatively impacted and slowdowns would occur. The surveys verified that the effect on boarding times and transfer cost was insignificant. Mr. Straus presented the Committee with a draft copy of a proposed MTA Board calendar item that proposes designating all Muni lines as Proof of Payment (attachment). Mr. Straus explained that Proof of Payment is currently required only on Metro. The change would allow Muni to conduct on-board fare inspections, minimize fare evasion, and enhance public perception of fare enforcement. Mr. Straus advised the Committee that the proposal had not been scheduled for presentation to the MTA Board pending incorporation of the Council's formal position.

Ms. Downey stated that the Committee should make a motion to support Muni's proposal regarding Proof of Payment. Mr. Rolfe seconded.

The Secretary requested that the Committee clearly state the motion. Mr. Murphy stated the motion as follows:

Motion: The MTA CAC supports staff's proposal to designate all Municipal Railway Lines as Proof of Payment Lines.

The motion passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

Mr. Straus stated that the draft would be modified before the proposal is presented to the MTA Board to reflect the Council's position.

Mr. Ferrario commented on the "except Cable Car lines" clause within the proposal and the lack of a transfer policy regarding Cable Car operations. He stated that there

are residents who depend on the Cable Car lines for transportation. Mr. Rolfe commented that transfers for passengers who ride the Cable Car are nonexistent and his desired to discuss Cable Car transfers during Agenda Item 9.

7. Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 7 - Discussion/Action). Mr. Straus distributed to the Committee a spreadsheet addressing Rescue Muni's follow-up to the original M & N Lines recommendations (attachment). He stated that a response had been sent addressing the J-Line recommendations and Rescue Muni has not commented on the response. Mr. Straus remarked that in general the recommendations have been spread throughout the organization and many of the recommendations were follow-up items with the Department of Parking and Traffic (DPT). Recommendations were sent to DPT and in general the response from DPT was that a discussion with Muni should take place. Mr. Straus stated that there has been very little resolution regarding the items. He pointed out that Diana Hammons (Director, Government Relations & Public Affairs [DPT]) coordinated DPT's response. When asked about recommendations in which he was identified as the responsible party (attachment), Mr. Straus provided comment as follows:

- N-Line Recommendation, Item #2 – Display schedules at each stop (various locations). John Funghi (Project Manager, Construction [Muni]) is the Manager of the Nextbus Program. The current contract calls for installation of Nextbus on all vehicles and in locations with shelters. The installation is continuing and the entire system should be completed within two years. He stated that the technology includes the ability to differentiate between line designations of vehicles and installing displays at about half the 1,100 bus stop shelters. In direct response to the recommendation of having "schedules at each stop", Mr. Straus stated that there is a technology in which a stand-alone Nextbus display could be used but power source issues exist and Muni currently does not have the staff available for maintaining paper schedules at each stop.
- N-Line Recommendation, Item #13 – Consolidate Willard/Hillway stops (Carl Street). A study is currently being conducted regarding the consolidation of the stops. An issue impacting the decision to consolidate the stops is the neighborhood's concern about Light Rail Vehicles (LRVs) speed along Carl Street.

The Chair requested that the Committee be provided data regarding the actual speed of LRVs operating along Carl Street.

- N-Line Recommendation, Item #17 – Install signal priority to reduce travel times (Outer Sunset). Signal priority should be installed on all articulated vehicles (trolley and diesel) and implemented at a number of set locations on the Geary Line (14-L) and along Mission Street by January 2004. He

stated that, Muni desires to move ahead using the technology on other diesel and pick lines, as well as on the rail lines.

The Chair inquired about the signal priority equipment at Embarcadero. Mr. Straus stated that the technology installed at the Embarcadero was constructed along with the F-Line and the MMX. The equipment operates only in one direction both north and south of the Embarcadero towards the Ferry Building functioning in the northbound direction on the MMX and in the southbound direction on the F-Line. He stated that the reason that the signal priority is only in one direction is because if priority were in both directions there would be numerous interrupts and would not allow reasonable traffic flow. He expressed the opinion that technology should be considered that allows northbound travel in the AM and southbound along the Embarcadero in the PM. Mr. Straus commented that the controllers DPT is currently installing is a smarter technology and the controllers used when the MMX was built along the Embarcadero are not.

Recommendations #15 and #17 – Install signal priority to reduce travel time (Inner and Outer Sunset) are being addressed through the Transit Preferential Streets (TPS)/Rapid Rail Program.

Mr. Murphy commented that many of the DPT responses indicate "Will work with Muni to determine feasibility" and the Committee would want to know what work is being done to determine feasibility. Mr. Straus stated that he is not the sole coordinator concerning the Rescue Muni J, L, M & N Lines recommendations and most of the issues require a DPT response.

8. 39 Coit Service Improvement Follow-up (Agenda Item 8 - Discussion/Action). The Chair introduced Bill Seelinger (Telegraph Hill Dwellers). Mr. Seelinger provided the Committee an update on the status of the Telegraph Hill Community's project to alleviate the traffic backup every weekend and holiday on Telegraph Hill Boulevard that causes the 39-Coit to not operate on schedule and a under utilization of its service. Mr. Seelinger provided the Committee a copy of a draft presentation to be used in presenting the 39-Coit/Coit Tower Traffic Improvement Project Proposal (attachment). He requested that the Committee and Mr. Straus in his role as Muni's Manager for Service Planning review the draft proposal and provide comment. Mr. Seelinger stated that the overall objective of the project is to replace cars as the primary vehicular means of access to Coit Tower with a transformed 39-Coit service as a highly patronized tourist-attraction asset for San Francisco. He indicated that the objective would be achieved through:

- Relieving the traffic backup by eliminating short-term parking at Coit Tower.

- Making the 39-Coit bus more visible and appealing through publicity, signage, on-time operations, improve route and stop pattern, and a more tourist-friendly appearance.

Mr. Seelinger provided the Committee a copy of the existing roadway plan and three (3) proposed plans for relieving the traffic congestion associated in accessing Coit Tower and along Telegraph Hill Boulevard (attachment). Two (2) of the plans addressed residential parking alternatives and one (1) plan called for developing a pedestrian style piazza (attachment).

Ms. Downey suggested that the proposal should include a statement that a more reliable 39-Coit bus service would also be good for the neighborhood.

9. **Cable Car Follow-up** (Agenda Item 9 – Discussion/Action). Mr. Rolfe expressed the opinion that Cable Cars should be operated as part of the system and should have the same fare and transfer policy. **He suggested that:**

- **Cable Car tickets should be accepted on other bus and streetcar lines.**
- **Should a passenger possess a transfer tickets from one of the other lines the passenger should only pay the difference in fare on the Cable Car.**
- **Transfer between Cable Cars should be established.**

10. **Committee Members' Questions/Information Request** (Agenda Item 10 - Discussion/ Action). Mr. Rolfe stated that he had not receive a response to his request for information regarding grip changes counting as a road call for the purpose of performance measure "miles between road calls".

11. **Schedule Upcoming Meetings and Agenda Items** (Agenda Item 11 - Discussion/Action). The following agenda topics were suggested:

- Mr. Rolfe - Cable Car Fares and Transfers.
- Ms. Downey - DPT Parking Control Officers (PCOs) Organization (Why are there two different organizations with PCOs that are performing very similar functions?)
- Mr. Murphy – Fare Gates.
- Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 (Mr. Ferrario) – Non-operations of Three Car LRV's within the Metro Subway System.

Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)
Final Minutes of Regular Meeting, Monday, July 21, 2003

The Committee's next regular meeting is tentatively scheduled for August 18, 2003 at 3:00pm at 401 Van Ness, Room 334.

12. **Adjournment.** The Chair adjourned the meeting at 5:10pm.

Attachments:

Agenda Item 6:

Draft MTA Board Calendar Item (Subject: Designating all Municipal Railway lines as Proof-of-Payment lines.

Agenda Item 7:

M & N Line Recommendations (Spreadsheet)

Agenda Item 8:

39-Coit Bus/Coit-Tower Traffic-Improvement –Project Proposal (3rd Quarter 2003 Revision)

Coit Tower Transportation Study (A-1, A2, A3, A4)

REPORT OF RESEARCH RESULTS
ON THE REACTION OF

1. *Reaction of 1,2-dichloroethane with sodium metal*
2. *Reaction of 1,2-dichloroethane with potassium metal*
3. *Reaction of 1,2-dichloroethane with calcium metal*

BY
J. H. HARRIS
AND
R. M. HARRIS

Submitted by
J. H. HARRIS
and
R. M. HARRIS

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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

[former Service, Reliability and Quality Committee (SRQC)]

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**Notice of Regular Meeting and Agenda
for**

Monday, August 18, 2003, 3:00 PM

**401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, Bruce Oka,
Cesar Perez, Linton Stables, Dorris Vincent, Dan Weaver
(2 Vacancies)

Notes:

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The MTA CAC may be contacted as follows:
Municipal Transportation Agency, Citizens' Advisory Council

401 VAN NESS AVENUE-ROOM 334 -SAN FRANCISCO-CA. 94102-4524
☎(415) 554-6873 FAX (415) 554-4103



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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**
(former Service, Reliability and Quality Committee [SRQC])

Regular Meeting
Monday, August 18, 2003 at 3:00p.m.
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of July 21, 2003 (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion)	3:13
5.	DPT Parking Control Officers (PCOs) Organization (Attachment) (Discussion/ Action)	3:15
6.	39 Coit Service Improvement Follow-up (Attachment) (Discussion/Action)	3:50
7.	Rescue Muni J, L, M & N Lines Recommendations Follow-up (Attachment) (Discussion/Action) Peter Straus (Manager, Service Planning) [Muni]	4:00
8.	California Street Cable Car Service Outage at Drumm Street {Attachment} (Discussion/Action) Donald Brown (Assistant Superintendent Cable Car Operations [Muni])	4:10
9.	Cable Car Fare and Transfer Policy (Discussion/Action) Norman Rolfe (OCSC Member)	4:20
10.	Committee Members' Questions/Information Requests (Discussion/Action)	4:35
11.	Schedule Upcoming Meetings and Agenda Items (Discussion/ Action) Next regular meeting tentatively scheduled for September 15, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 p.m.	4:40
12.	Adjournment	4:45

Attachments:

Agenda Item 2 - Draft OCSC Minutes, July 21, 2003

Agenda Items 5, 6, 7 – Diana Hammons, Director Government Relations & Public Affairs letter of August 5, 2003

Agenda Item 8 – David Vartanoff (Rescue Muni) email, Tuesday, July 8, 2003

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

September 2003

Bus Cleaning

Passenger Service Report (PSR) Quarterly Update

Non-operations of Three Car LRV's within the Metro Subway System

Muni Wayside Fare Collection System (Fare Gates)

Follow-up items:

39 Coit Service Improvement

Cable Car

Service Standards



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Operations & Customer Service Committee (OCSC)

**Final MINUTES
of
Regular Meeting**

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Monday, August 18, 2003 at 3:00pm
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA

1. **Call to Order/Roll Call** (Agenda Item 1). Joan Downey (Chair) called the meeting to order at 3:13 p.m.

Committee Members Present: Joan Downey (Chair), Daniel Murphy, Norman Rolfe.

Committee Members Absent At Roll Call: Sue Cauthen.

Community Organization Representatives: Christopher Beland (Rescue Muni).

Muni Staff Present: Donald Brown (Assistant Superintendent Cable Car Operations), Peter Straus (Manager, Service Planning), Vincent Dunlap (MTA CAC Secretary).

2. **Review and Adopt Minutes of July 21, 2003** (Agenda Item 2 - Discussion/Action). Mr. Murphy moved the following motion, which was seconded by Mr. Rolfe:

Motion: The OCSC adopts minutes July 21, 2003.

The motion passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

3. **Public Comment** (Agenda Item 3). The Chair introduced Mr. Christopher Beland (Rescue Muni). No public comment was given.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair indicated that there was nothing to report.

5. **DPT Parking Control Officers (PCOs) Organization** (Agenda Item 5 - Discussion/Action). The Chair referenced the response received from Diana Hammons (Director, Government Relations & Public Affairs [DPT]) (attachment to agenda) regarding DPT staff unavailability to discuss Agenda Item 5. Committee Members commented that the Committee desires to discuss with DPT PCOs assignments and division of enforcement duties within the Enforcement Division of



DPT. The Chair stated that Agenda Item 5 would be continued to the Committee's next meeting (September 15, 2003).

6. **39 Coit Service Improvement Follow-up** (Agenda Item 6 - Discussion/Action). The Chair referred to the response concerning DPT not being able to provide staff (attachment to agenda) to discuss Agenda Item 6 and stated that Agenda Item 6 would be continued to the Committee's next meeting.

7. **Rescue Muni J, L, M & N Lines Recommendations Follow-up** (Agenda Item 7 - Discussion/Action). The Chair commented that Peter Straus (Manager, Service Planning) had previously indicated that a number of responses to the recommendations require follow-up with DPT. The Committee discussed the response DPT provided concerning Agenda Item 7 (attachment to agenda). Ms. Downey pointed out that the previous response to Mr. Straus presented the Committee regarding a number of the recommendations indicated that DPT would "work with Muni to determine feasibility." Mr. Murphy commented that the Committee preferred to receive a briefing as to the status of DPT's evaluation of the recommendations. Ms. Downey stated she would prepare a more specific write-up as to the Committee's information needs pertaining to DPT's responses to the Rescue Muni recommendations. The Chair stated that Agenda Item 7 would be continued to the Committee's next meeting.

Ms. Cauthen arrived at 3:35pm.

8. **California Street Cable Car Service Outage at Drumm Street** (Agenda Item 8 - Discussion/Action). The Chair had received an email for David Vartanoff (Rescue Muni) (attachment to Agenda). She stated that Mr. Vartanoff had inquired about an incident in which the California Street Cable Car Line had been temporarily interrupted at Drumm Street. Shuttle buses service was used during the temporary interruption; however, Mr. Vartanoff commented that no signage or information was evident directing riders to the Drumm Street bus stop. The Chair noted that without signage riders would have to depend on the driver (bus) to be notified of the temporary change in service.

Mr. Brown expressed the view that signage would be somewhat problematic, i.e., removed when service resumes. He stated that crews should be responsible to attend to customers waiting for the Cable Car service. When Cable Car personnel operate buses as temporary shuttle service when Cable Car Lines are inoperative, operators of the buses usually directs passengers waiting at the Cable Car stop to the temporary shuttle bus service pickup location. Cable Car crewmembers should approach passengers waiting at the terminal and direct them to the shuttle bus. He commented that it is better to put the responsibility on the Cable Car crew than to reassigned Transit Operators (bus drivers) who are servicing other formed lines and are unfamiliar with the route.

Mr. Brown stated that Cable Car has no procedural rules with regard to directing passengers waiting at a terminal to a shuttle bus location when a Cable Car Line is temporarily out of service. He remarked that the training manual ought to include some type of instruction addressing how Cable Car personnel might handle this time customer service concern.

Ms. Downey suggested that a temporary sign should be placed at the Cable Car terminal advising potential riders that the Cable Car is temporarily out of service and that the signage should also direct riders to the temporary shuttle bus stop location.

Ms Downey inquired about Cable Car personnel being qualified to operate buses when shuttle bus service is necessary. Mr. Brown commented that a majority of Cable Car personnel, i.e., operators, gripmen and conductors, are qualified to operate buses. A detailed discussion of Cable Car Line operations, personnel assignments to the lines and restrictions contract negotiations have had on the daily operations of Cable Car took place. Mr. Murphy moved the following motion, which was seconded by Ms. Cauthen:

Motion: The MTA CAC recommends that Cable Car conductors and gripmen be routinely trained to direct passengers to substitution buses when a line is disrupted, and that at least one crew staff each end of the service disruption, directing passengers to substitute buses and alternate routes.

The motion passed unanimously.

(Joan Downey, Sue Cauthen, Daniel Murphy, Norman Rolfe voted **yes**).

The Chair referenced a letter from Mr. Eric Carlson's (Rescue Muni) (attachment) that was distributed to the Committee by the Secretary. Ms. Downey stated that she had asked Mr. Carlson to conduct a spot check of the California Street Cable Car line at Drumm Street. Mr. Brown explained that there are seven (7) Cable Car assigned to the California Street Line and that more specific information would be needed to accurately comment on Mr. Carlson's observations. Mr. Brown stated that the schedule allows for three (3) Cable Cars in a layover position with one car (1) leaving within thirty seconds. Mr. Murphy pointed out that compared to the spot check that was completed in April improvement was noted.

Ms. Downey asked when would Nextbus to be installation on the Cable Car? Mr. Brown stated that Nextbus was installed on Cable Car and currently in Beta Testing. He commented that Muni has plans for inspectors to have access to Nextbus through the use of wireless laptop computers. He explained the operations of Nextbus and the topography (canyon) affects as Cable Cars operate along California Street is problematic, i.e., lost of signal. The Committee briefly discussed the use of Nextbus as a tool for identifying problem on the Cable Car Lines and that electronic information cannot be used for disciplinary purposes.

9. **Cable Car Fare and Transfer Policy** (Agenda Item 9 – Discussion/Action). The Chair stated that Mr. Rolfe expressed the opinion that Cable Cars should have a transfer policy, especially between Cable Car Lines. Mr. Brown stated that a dated and numbered receipt is given to customers when fares are paid. Mr. Rolfe moved the following motion, which was seconded by Ms. Downey:

Motion: The MTA CAC recommends that:

1. **Cable Car tickets should be accepted on other bus and streetcar lines.**
2. **Should a passenger possess a transfer ticket from one of the other lines the passenger should only pay the difference in fare on the Cable Car.**
3. **Free Transfers between Cable Car Lines should be established.**

Following a discussion of the motion as to concerns expressed about how the conductor secures money received for fare payments, reducing the amount of cash transactions, possible fraud, and service inequity relative to cost, the Chair called for a vote.

The motion passed unanimously.

(Joan Downey, Sue Cauthen, Daniel Murphy, Norman Rolfe voted **yes**).

The Chair recalled Agenda Item 7 – **Rescue Muni J, L, M & N Lines Recommendations Follow-up**. Peter Straus (Manager, Service Planning) reported to the Committee regarding the Willard Stop recommendation, Light Rail Vehicle (LRV) speed (radar gun) data has been collected. The data had not been completely analyzed and the analysis should be done within a week. He stated that informal results appear to show that $\frac{3}{4}$ of the LRVs are operating under the speed limit. The $\frac{1}{4}$ of LRV operating above 25mph are almost always operated one or two miles an hour above 25mph speed limit. Mr. Straus commented that to a very high degree, operators are basically conforming to the speed limit. In response to Ms. Downey's question regarding the time of day and location for data collected, Mr. Straus stated that data was collected mostly in the evening, somewhere on Carl near Willard and he would be able to report more specifics later.

The Chair referred again to the response received from DPT (attachment to agenda). Mr. Murphy expressed the opinion that DPT does not wish to discuss the recommendation until Muni initiates a request for evaluation and that the forwarding of the J, L, M & N Lines recommendations did not constitute a "specific request for evaluation" by DPT. Answering Ms. Downey's question concerning the response "will work with Muni to determine feasibility", Mr. Straus stated that Ms. Hammons provided the response.

Following a discussion of the response to Item #12 to the N-Line Recommendation Matrix (Printed 7/18/03) that had been previously provided by Mr. Straus to the Committee during its July 21st meeting, the Chair inquired why no further follow-up was required. Ms. Downey stated that a line of traffic often passes the LRVs as riders disembark creating a pedestrian safety issue. Mr. Straus stated that the Rescue Muni's original recommendation suggested that zebra stripe safety crosswalks, equivalent to the length of two LRVs, are identified and that zebra stripe safety crosswalks are needed at many stops in the Inter Sunset and on other lines. Ms. Downey expressed the opinion that the recommendation applied to all the stops along Irving Street. Mr. Straus stated that the recommendation would be redefined specifically regarding all the Irving stops and forwarded to DPT for a response.

Ms. Downey pointed out that a responsible party was not identified for Item #14 to the N-Line Recommendations Matrix (Printed 7/18/03). Mr. Straus explained that installing pre-empt on the rail lines has been identified as a system-wide capital project. Currently Muni has undertaken the bus (pre-empt) program.

10. **Committee Members' Questions/Information Request** (Agenda Item 10 - Discussion/ Action). Mr. Rolfe stated that he had received a response to his request for information regarding grip changes counting as a road call for the purpose of performance measure "miles between road calls". The response was that grip changes do not count as a road call as a performance measure. No questions/information requests were submitted.

11. **Schedule Upcoming Meetings and Agenda Items** (Agenda Item 11 - Discussion/Action). The Chair commented that the Committee's next meeting would be scheduled for September 15, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00pm.

Agenda Items continued to September 15th: DPT Parking Control Officers (PCOs) Organization; 39-Coit Service Improvement Follow-up; Rescue Muni J, L, M & N Lines Recommendations Follow-up.

Tentative Topic Calendar items to be scheduled: Passenger Service Report (PSR) Quarterly Update.

The Chair called for Public Comment. No public comment was given.

12. **Adjournment.** The Chair adjourned the meeting at 4:42pm.

Attachments:

Agenda Item 8:

Eric Carlson letter of August 13, 2003 (Re: California Street Cable Car Layovers on Drumm Street).

4. The fourth part of the document discusses the consequences of failing to maintain accurate records. It states that individuals or organizations that fail to comply with the record-keeping requirements may be subject to fines and penalties.

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

[former Service, Reliability and Quality Committee (SRQC)]

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**Notice of Regular Meeting and Revised Agenda
for**

Monday, September 15, 2003, 3:00 PM

401 Van Ness Avenue, Room 308 (Conference Room 312)

San Francisco, CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, Bruce Oka,
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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Regular Meeting
Monday, September 15, 2003 at 3:00p.m.
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, California

REVISED AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of August 18, 2003 (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:12
5.	DPT Parking Control Officers (PCOs) Organization (Discussion/Action) James Howard, Deputy Director of Enforcement (DPT)	3:15
6.	39 Coit Service Improvement Follow-up (Discussion/Action)	4:00
7.	Passenger Service Report (PSR) Quarterly Update (Discussion/Action) Mary Travis-Allan (Coordinator Passenger Service Requests (PSR) Task Force)	4:15
8.	Participation of Committee Members on Task Forces (Discussion/Action)	4:40
9.	Committee Members' Questions/Information Requests (Discussion)	4:50
10.	Schedule Upcoming Meetings and Agenda Items (Discussion/Action) Next regular meeting tentatively scheduled for October 20, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 p.m.	4:55
11.	Adjournment	5:00

Attachments:

Agenda Item 2 - Draft OCSC Minutes, August 18, 2003

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

October 2003

Bus Cleaning

Non-operations of Three Car LRV's within the Metro Subway System

Muni Wayside Fare Collection System (Fare Gates)

Follow-up items:

39 Coit Service Improvement

Passenger Service Report (PSR) Quarterly Update

Cable Car

Service Standards



San Francisco
Municipal Railway

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Citizens' Advisory Council
City and County of San Francisco**

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Operations & Customer Service Committee (OCSC)

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**FINAL MINUTES
of
Regular Meeting**

**Monday, September 15, 2003 at 3:00pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). The regular meeting of the Municipal Transportation Agency (MTA), Citizens' Advisory Council (CAC), Operations & Customer Service Committee (OCSC) was held on Monday, September 15, 2003, at 3:10 p.m.

Committee Members Present at Roll Call: Joan Downey (Chair), Daniel Murphy.

Committee Members Absent at Roll Call: Sue Cauthen (arrived at 3:35pm).

Committee Members Absent: Norman Rolfe.

Council Members Present: Bruce Oka, Dorris Vincent (arrived at 4:10pm).

Mr. Oka was appointed as a Pro Tempore Committee Member (attachment) in the absent of Sue Cauthen and a quorum of the Committee was met.

Community Representatives Present: Tys Sniffin, Idea Mountain.

Department of Parking and Traffic (DPT) Staff Present: James Howard (Deputy Director of Enforcement), Debbie Borthne (Assistant Director of Enforcement), Ellenore Truvillion (Senior Sergeant, Parking Enforcement), Lorraine Fuqua (MTA Liaison for DPT).

Muni Staff Present: Mary Travis-Allan (Coordinator Passenger Service Requests (PSR) Task Force), Peter Straus (Manager, Service Planning), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

2. **Review and Adopt Minutes of August 18, 2003** (Agenda Item 2 – Discussion/Action).
Mr. Murphy moved the following motion, which was seconded by Mr. Oka:

Motion to Adopt: The OCSC adopts minutes August 18, 2003.**The Motion to Adopt passed.**

(Joan Downey, Daniel Murphy, Bruce Oka voted **yes** ; Sue Cauthen, Norman Rolfe **absent**).

3. **Public Comment** (Agenda Item 3). The Chair introduced Mr. Tys Sniffin who requested to provide public comment during the discussion of Agenda Item 5. No public comment was given at this time.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair indicated that there was nothing to report.

Sue Cauthen arrived at 3:35pm.

5. **DPT Parking Control Officers (PCOs) Organization** (Agenda Item 5 - Discussion/Action).

The Chair commented in follow-up to the Council's overview presentation regarding the Enforcement Division functions, DPT staff was invited to:

- Provide the Committee a better understanding as to the reasons there are different groups of Parking Control Officers (PCOs) that perform separate enforcement functions independent of one another.
- Discuss how to increase enforcement of sidewalk parking and double-parking violations, especially along Muni service lines.

Referring to the Enforcement Division Organization Chart provided in response to the Committee's Request for Information (#081203-1(OCSC)), Ms. Downey commented that PCOs are assigned to various different groups within the Division and that PCOs assigned to those groups only perform a single task, i.e., residential parking permits, meter, enforcement, etc.

Ms. Downey remarked that some Council Members continue to voice their displeasure in the number and frequency of sidewalk parking violations. She stated that residents must phone DPT to report sidewalk-parking infractions before a citation is issued. She expressed the opinion that PCOs duties are too compartmentalized. PCOs assigned to a specific detail, i.e., residential or parking enforcement, should also cite sidewalk-parking violations as well as any other violations occurring in the performance of their duties. She added that the Committee is not solely concerned about addressing a single neighbor's concerns such as vehicles double-parking along Carl and Cole Streets, which impedes three (3) Muni service lines, but the Council was interested in addressing sidewalk and double parking violations that many neighborhood residents have identified as a community concern.

James Howard (Deputy Director of Enforcement [DPT]) stated that he understood Ms. Downey's comments related to the Committee's desired to basically comprehend the reasons associated with the Enforcement Division's organization and for staff to address some specific complaints related to sidewalk parking enforcement. He introduced Debbie Borthne (Assistant Director of Enforcement) responsible for Special Operations and Finance, Ellenore Truvillion (Senior Sergeant, Parking Enforcement) who currently supervises General Enforcement, and Lorraine Fuqua (MTA Liaison for DPT) the Department's first point of contact for the Council.

Mr. Howard mentioned that between 183 and 240 PCOs are scheduled to work on any given day and employee absences for whatever reason affect scheduling. He provided the Committee explanations of the Enforcement Division Details as follows:

587/588: PCOs assigned to the 587/588 Detail makeup the Department's Complaint Division that responses to sidewalk complaints and blocked driveways. He stated that the reason driveway and complete sidewalk blockages complaints are handled differently is because blockages must be cleared in a specified amount of time. The first watch begins at 6:00am with 7 PCOs assigned, a second watch at 10:00am with 6 PCOs assigned, and a third watch at 4:30pm with 10 PCOs assigned.

General Enforcement (GE): General Enforcement PCOs trained and able to enforce all violations, i.e., residential permit parking, tow zones, etc., as well as patrol a beat or handle special assignments. The first watch begins at 6:00am with 21 PCOs assigned; a second watch at 9:00am with 11 PCOs assigned; a third watch at 10:00am with 34 PCOs assigned; and a fourth watch at 11:00am with 12 PCOs assigned.

Street Cleaning: PCOs assigned to the Street Cleaning Detail work in tandem with the Department of Public Works (DPW). PCOs are staged at specific street locations citing street cleaning parking violations along the routes. Roll Call and Watch Assignments are made prior to the first watch that begins at midnight, with 8 PCOs assigned and the watch ending at 8:00am. A 5:30am and a 6:30am watch are staged out of Cesar Chavez (Army) Street. 20 PCOs are scheduled for the 5:30am watch and 13 PCOs are scheduled for the 6:30am watch.

Residential Permit Parking (RPP): PCOs assigned RPP watch begin at 8:00am with 19 PCOs assigned and a second watch at 1:00pm with 4 PCOs assigned.

Central Freeway Watches: As a result of the traffic reroutes created from the freeway's demolition 16 PCOs are assigned to direct traffic.

Mr. Howard pointed out that the Enforcement Division also handles traffic control for ballgames at both PacBell Park and Candlestick Stadium. Approximately 30 PCOs are assigned to the event venue and manpower comes from established watches, particularly both the 10:00am and 11:00am watches, which impacts general enforcement.

Mr. Howard commented that the DPT is required to support other City departments and agencies. He explained that the Enforcement Division is part of the City's Emergency Response System. During an emergency situation, i.e., bomb threats, power outages, massive demonstrations; PCOs are reassigned to support the City's Fire and Police Departments. PCOs are also tasked with transporting election materials when voting occurs.

In response to Ms. Downey's question regarding cost and hiring of additional PCOs, Mr. Howard explained that one PCO generates in revenue more than three times the cost of employing one officer. Monies generated are earmarked to the general funds and other city agencies. The Department generates over \$100M annually for the City's Funds and \$50-60M are actually spent by the Department.

He commented that with the number of employees there probably are things the Department could do to increase revenue. A delicate balance exists between enforcement and the

citizenry perception regarding enforcement. He acknowledged that residents' desire that streets are kept clean, traffic congestion kept to a limit, parking spaces were turned over, and vehicles are kept off the sidewalks.

Responding to Ms. Downey's questions concerning increased enforcement of sidewalk violations, Mr. Howard stated that from midnight to 6:00am the San Francisco Police Department (SFPD) performs sidewalk-parking enforcement. Sidewalk-parking enforcement has the lowest priority in regard to SFPD functions. The current bail and penalty schedule has had a deterrent effect; increasing the fine to \$75.00. If determined that the current fine has not been adequate in deterring sidewalk-parking violations, the Board of Supervisors would have to approve any further fine increase. The next penalty scheduled would increase the sidewalk-parking fine to \$100. Mr. Howard stated that sidewalk-parking violations are not enforced through patrols unless a complete obstruction or hazard exists.

Regarding general sidewalk and driveway-parking enforcements, PCOs are assigned to patrol designated areas in which complaints are processed through a Central Dispatch. Complaints are received by phone and a PCO is dispatched to enforce parking restrictions/violations within the entire block. PCOs are required to directly respond to a dispatched location before proceeding to any other location.

Both Ms. Downey and Mr. Oka expressed their dissatisfaction in residents having to phone in sidewalk-parking violation complaints. **Ms. Downey and Mr. Oka suggested that PCOs should routinely and frequently patrol neighborhoods enforcing sidewalk-parking violations.** Mr. Howard explained that DPT has a neighborhood task force that conducts such patrols but a telephone complaint has to be initiated to start the process. He remarked that GE is conducted in all neighborhoods and that there are some neighborhoods that require very little GE other than streets sweeping. He stated that many of the complaints regarding sidewalk parking are transient in nature since most vehicles are normally moved within a matter of minutes.

In response to Ms. Downey's comment ed that she has on numerous occasions approached PCOs asking them to issue citations to vehicles she pointed out that were in violation of sidewalk parking and the PCOs refused to issue citations. Mr. Howard explained that PCOs perform their duties as directed through the Department's Central Dispatch.

Mr. Oka, a disabled wheelchair user, commented that he has on occasions asked PCOs in his neighborhood to ticket vehicles parked on the sidewalk along one side of the same block. He remarked that the PCOs he approached cited all vehicles either completely or particularly obstructing the sidewalk. Mr. Oka commented that normally he does not phone a complaint if vehicles are partially parked on the sidewalk allowing him safe passing without having to enter onto the streets. He expressed the opinion that it would be unrealistic to expect every vehicle to be cited. But, should residents approach PCOs and ask that violating vehicles be cited, the PCOs should issue citations citing all sidewalk-parking violations in a two-block area. Mr. Oka reiterated that residents should not have to phone in complaints when residents have approached PCOs identifying vehicles in violation of sidewalk parking.

Mr. Howard commented that if the PCOs are working the beat, the PCOs should site violating vehicles, but if the PCOs have been dispatched to perform some other duty PCOs must follow the dispatch order. He cautioned the Committee that some residents have attempted to use parking enforcement as a means of punishment when disagreements between neighbors exist.

He voiced his apprehension in PCOs responding to residents' requests for enforcement that have not been directed through the Department's Central Dispatch.

Mr. Oka commented that he has used the warning notices available on DPT's website regarding sidewalk parking. He stated that he has placed the notices on vehicles in violation of sidewalk parking laws in his neighborhood, which has had a positive effect.

Mr. Howard stated that PCOs have assigned primary enforcement functions relative to the specific enforcement needed in a particular area. He gave the following examples concerning PCOs primary enforcement functions:

- **RPP Detail.** PCOs assigned the primary function of enforcing RPP violations. PCOs assigned RPP Detail are funded through RPP fees. Mr. Howard commented that RPP areas are fairly new, have been expanding very rapidly, and some areas are extremely large. He explained that a four-hour RPP zone requires five hours to chalk (identifying the vehicles and their locations either electronically or manually). The PCO does not actually issue the citation until a second pass through the area is made. Mr. Howard stated that PCOs assigned to the RPP Detail do cite hazards, i.e., complete blockage of streets, sidewalks and driveways, and fire lane violations, etc., as duties are performed.

Due to the exacting requirements and series of tasks PCOs must perform that are necessary to properly enforcing RPP zones, Mr. Howard expressed the opinion that it would be unrealistic to expect the same type of enforcement in a RPP zone as compared to that of a GE area. He explained that PCOs assigned to GE, a GE beat, would be expected to encounter just about all the violations that DPT enforces and the PCO is expected to enforce them. Citing different and unique enforcement issues regarding certain neighborhoods, Mr. Howard stated that PCOs assignments are changed every six months and an adjustment period might be experienced as PCOs become more familiar with specific neighborhood enforcement issues.

Ms. Cauthen commented that a parallel problem in the North Beach Area is the selective/non-enforcement of white zones. Mr. Howard explained that if the business is closed the white zone in front of that business is available for public parking. He stated that when the white zone is not used for valet parking and the business is open, a five-minute limit is enforced for passenger loading and unloading. He explained that vehicles that display a Disabled Placard (DP) are allowed to park in a white zone for up to three days. Most of the (white zone) enforcement does fall under DPT. However, the local district police station establishes the rules for valet permit and the local permit officer can directly influence valet operations.

Tys Snffin commented that street cleaning vehicles travel through his neighborhoods (Grove and Lyon Streets in the Panhandle area) too quickly. Frequently, PCOs and the street sweepers rush through a zone only to idly wait at the next zone before that zone's street cleaning enforcement and cleaning commences. Mr. Sniffin stated that should the PCOs and sweepers operate more slowly instead of rushing through a zone only to wait for enforcement times at the next zone, the sweepers would be more effective and less trash and debris would be left behind. **He suggested that an efficiency study should be conducted regarding street cleaning operations.** Mr. Howard explained that street cleaning is the most time limited violation that DPT enforces. He described the cleaning routes layouts and how DPT works with DPW in conducting street cleaning. Mr. Howard agreed that an efficiency study could be performed. He commented that DPT does not have the manpower to perform such a study and simultaneously carryout prescribed duties.

Ms. Downey reiterated that Council Members have continued to express their outrage regarding sidewalk-parking violations still occurring and residents still required to submit complaints by telephone. She remarked that DPT is a law enforcement agency and laws exist that prohibit vehicles from parking on sidewalks. **Ms. Downey suggested that DPT should enforce sidewalk-parking laws without citizens having to phone complaints, PCOs should be responsible to a district and more PCOs with smaller patrol areas might be needed for enforcement.**

Lorraine Fuqua (MTA Liaison for DPT) suggested that the Council might identify neighborhoods/areas having reoccurring sidewalk-parking violations and submit concerns to her for forwarding to the Department's Enforcement Division for appropriateness. She commented that sidewalk parking violation issue is complex and quite possibly a neighborhood-by-neighborhood enforcement approach could be taken which would result in citywide enforcement over time.

Ms. Downey commented that in both New York and Boston sidewalks-parking infractions are strictly enforced.

Mr. Howard expressed the view that the sidewalk parking enforcement issues might be a matter best resolved through for the Board of Supervisors.

Mr. Oka stated that particularly along the Avenues, outbound at 17th Avenue near Rite Aid, and in the Filmore District vehicles are constantly violating bus zone parking restrictions. Mr. Murphy expressed the opinion that bus zone parking violations have significantly decreased over the past three-to-four years. Mr. Howard stated that there are a few locations in which bus zone parking violations are still problematical.

Mr. Murphy moved the following motion:

Motion: The MTA CAC recommends that DPT consider combining the 587/588, Residential Parking Permit (RPP), and General Enforcement groups in order to provide more comprehensive rather than violation-based enforcement. The MTA CAC further recommends that DPT increase the number of PCOs for general enforcement. This would not require additional net expenditure given the PCOs are net revenue generating. The MTA CAC further recommends that the Board of Supervisors increase the sidewalk parking fine to \$100 in January, and directs the CAC Chair to communicate same to the Board of Supervisors.

Dorris Vincent arrived at 4:10pm .

Ms. Vincent expressed concern regarding the sidewalk-parking issues in the Bayview Hunters Point Community along Newhall Street and Palou Avenue. Mr. Howard stated that a PCO has been assigned and some abatement should be noted in the coming weeks.

The Chair called for a second to the motion, which was made by Ms. Cauthen.

The Chair then called for discussion of the Motion.

Ms. Cauthen suggested that the motion should more specifically address the types of violations the Committee discussed, i.e., sidewalks and white zones. Ms. Downey suggested

that the motion should also address bus zones and double-parking violations.

Mr. Howard commented that the 587/588 Detail (DPT's Complaint Unit) responds to violations that are enforceable twenty-four hours a day, seven days per week. GE violations are primarily enforceable between 8:00am-6:00pm, Monday through Friday and some violations are enforceable Monday through Saturday.

Ms. Fuqua inquired if DPT Staff was needed as the Committee considers its motion? The Chair excused DPT Staff.

Committee Members and DPT Staff exchanged their thanks. Mr. Howard, Debbie Borthne (Assistant Director of Enforcement), and Ellenore Truvillion (Senior Sergeant, Parking Enforcement) departed.

Mr. Murphy amended the motion as follows:

Amended Motion: Whereas sidewalk parking, bus zone parking, double parking, white zone parking, and other violations occur too frequently, the MTA CAC recommends that DPT consider combining the 587/588, Residential Parking Permit (RPP), and General Enforcement groups in order to provide more comprehensive rather than violation-based enforcement. The MTA CAC further recommends that the DPT increase the number of PCOs for general enforcement. This would not require additional net expenditure given the PCOs are net revenue generating. The MTA CAC further recommends that the Board of Supervisors increase the sidewalk parking fine to \$100 in January, and directs the CAC Chair to communicate same to the Board of Supervisors.

The Chair noted no further discussion to the Amended Motion and called for a vote.

Amended Motion carried. Joan Downey (Chair), Daniel Murphy and Sue Cauthen voted **yes** ; Norman Rolfe **absent**.

Ms. Fuqua stated that she would report to Gerald Norman (Executive Director, Department of Parking and Traffic) the Committee's concerns regarding the need for more PCOs, and with the exception of street cleaning, the dispatching of PCOs by function as opposed to geographical areas. Mr. Murphy commented that the Committee understands the potential civic and political repercussion increased enforcement might cause. The Chair extended her thanks to Ms. Fuqua who departed the meeting at this time.

6. 39 Coit Service Improvement Follow-up (Agenda Item 6 - Discussion/ Action). Ms. Cauthen reported that the Telegraph Hill Dwellers Parking and Traffic Committee intend to propose a no parking recommendation to the Telegraph Hill Dwellers.

7. Passenger Service Report (PSR) Quarterly Update (Agenda Item 7 - Discussion/Action).

The Chair introduced Mary Travis-Allen (Coordinator Passenger Service Requests (PSR) Task Force) by stating this is the Committee' first quarterly update regarding the new PSR process. Ms. Travis-Allen stated that she could only provide a partial update since the official first quarter would conclude at the end of September. Data regarding the PSR process would be compiled and presented by mid-October. Ms. Travis-Allen provided Committee members a copy of the PSR Task Force Preliminary Report (attachment). She stated that the preliminary report only provides the captured data for July and August 2003, and Committee Members

should correct their copies of the report. Ms. Travis-Allen mentioned that the task force has not finalized the PSR report's structure, content or the manner in which data would be presented, i.e., by line and by division as reflected by the equipment used.

Ms. Cauthen commented that the preliminary report shows that Pass-Ups, No Shows, and Service Delays still remain as the top three service complaints. Ms. Travis-Allen commented that much more work is needed, however, complaints are declining. The revised interaction, intervention, and support services should provide Supervisors more direct influence over Operators in a non-confrontational setting. Complaints should continue to decrease over time.

In response to Ms. Downey's questions regarding complaint response, Ms. Travis-Allen stated that having had the opportunity to speak with passengers that had submitted complaints, having held discussions with Union Representatives, and having had the occasion to monitor other divisions, the PSR process seems more composed. Complainants appeared to have a sense of satisfaction and comfort with the process in just having the one-on-one interaction.

Addressing Mr. Oka's concerns about the processing of Americans with Disabilities Act (ADA) complaints, Ms. Travis-Allen explained that ADA complaints are not a part of this process. The PSR process clearly identifies that ADA complaints are processed in accordance with established procedures and would go to a hearing. Mr. Oka stated that he was aware of an individual who advised the Muni Accessibility Advisory Committee (MAAC) that his ADA complaint did not go to a hearing and was told that his complaint had been resolved. Ms. Travis-Allen commented that she was not aware of this issue.

Replying to Ms. Downey inquired regarding the response times in answering complaints and in particular response times concerning Pass-Up complaints, Ms. Travis-Allen explained that response times depend on the nature of the complaints, but Pass-Up complaints are resolved the same day complaints are received.

Ms. Downey commented that she submitted an on-line PSR about a Pass-Up that occurred over a month ago. Ms. Downey stated that she did receive the normal callback concerning the complaint the following day, but has not received a written response as to the resolution of the complaint. She expressed the opinion that if Pass-Up complaints are resolved the same day, responses to complainants are not being made in a timely manner, if at all. Mr. Murphy stated that he also submitted a PSR reporting a Pass-Up a few weeks ago and has not received a response.

Answering Ms. Downey's question concerning the process used in responding to customers' complaints, specifically the content of the response letter, Ms. Travis-Allen remarked that responses to patrons are important and Muni is determined to improve the process. Response letters content considerations include addressing public awareness/education of Muni operations when appropriate. She pointed out that some responses require measurements to determine the validity of the complaint. She explained that many complaints are based on individuals' perception and Muni is focused on these issues. Ms. Travis-Allen commented that it was recognized that the first quarter would be an adjustment period for Divisions, Superintendents and Union Representatives.

Ms. Cauthen momentarily left the meeting and the Committee lost quorum.

Ms. Travis-Allen stated that the Committee's concerns would be presented to the PSR Task Force at its next meeting.

The Chair requested that for the Committee's next PSR Quarterly Updated, information in relation to Muni's timeliness in responding to complaints and measures taken in expediting responses to complainants are provided.

The Chair extended her thanks to Ms. Travis-Allen for addressing the Committee's concerns.

8. Participation of Committee Members on Task Forces (Agenda Item 8 – Discussion/Action). Ms. Downey stated that Agenda Item 8 had been referred to the Committee by the Council's Chair. She conveyed the Council's opinion that members of the Municipal Transportation Agency Citizens' Advisory Council (MTA CAC) should participate on Muni Special Task Force Committees.

Ms. Downey commented that it was interesting that Ms. Travis-Allen stated during the discussion of Agenda Item 7 that she would present the Committee's concerns at the next PSR Task Force meeting. Mr. Murphy stated that he was appointed as a member of the PSR Task Force and Mr. Oka was appointed to serve as an alternative. Mr. Murphy remarked that he had been invited to approximately three meetings of the PSR Task Force since the group's conception. Ms. Downey expressed the opinion that the PSR Task Force was meeting more frequently. **Mr. Murphy suggested that Mr. Oka and he be notified of the PSR Task Force meeting and especially the forthcoming meeting in which Ms. Travis-Allen intends to present the Committee's concerns.**

Ms. Downey expressed the opinion that the MTA CAC should also have representation on the Wayside Fare Collection Working Group (WAFER) since fare gates are intrinsic to customer service. Mr. Murphy cautioned that some of the task forces involve a significant commitment of time than that in which a Council Member would like to commit. **He suggested that the Council should have the ability to meet with the task forces to ensure Council concerns are heard.**

Mr. Murphy moved the following motion, which was seconded by Ms. Cauthen:

Motion: The MTA CAC recommends that, when Muni or DPT staff is forming a task force about an issue that affects customers, that the Council be notified and have the opportunity to appoint a member to attend that task force's meetings.

The Chair noted no further discussion to the Motion and called for a vote.

Motion carried. Joan Downey (Chair), Daniel Murphy and Sue Cauthen voted **yes** ; Norman Rolfe **absent**.

9. Recalled 39 Coit Service Improvement Follow-up (Agenda Item 6 - Discussion/Action). The Chair allowed Ms. Cauthen to initiate a discussion concerning Agenda Item 6. **Ms. Cauthen suggested that a letter for the Council's Chair signature be prepared urging the Telegraph Hill Dwellers to consider the no car option. She also suggested that the letter include a thank you to the Telegraph Hill Dwellers Parking and Traffic Committee for their judicious analysis and latest proposal to alleviate traffic congestion at Coit**

Tower. The Chair directed that Ms. Cauthen draft the proposed letter and present at the Committee's next meeting.

Ms. Downey moved the following motion, which was seconded by Ms. Cauthen:

Motion: The MTA CAC recommends that the no-parking alternative for the top of Coit Tower be adopted, as it is an easy and cost-neutral means of solving the problems of Coit Tower traffic and 39 Coit reliability.

The Chair noted no further discussion to the Motion and called for a vote.

Motion carried. Joan Downey, Daniel Murphy, Sue Cauthen voted **yes**; Norman Rolfe **absent**.

10. Committee Members' Questions/Information Request (Agenda Item 9 - Discussion/Action). No Questions/Information Request submitted.

11. Schedule Upcoming Meetings and Agenda Items (Agenda Item 10 - Discussion/Action). The Chair commented that the Committee's next meeting would be scheduled for October 20, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00pm.

Agenda Items continued to October 20th: Rescue Muni J, L, M & N Lines Recommendations Follow-up.

Tentative Topic Calendar items to be scheduled: Non-Operations of Three Car LRV's within the Metro Subway System; Muni Wayside Fare Collection System (Fare Gates); 39 Coit Service Improvement Follow-up.

The Chair called for Public Comment. No public comment was given.

12. Adjournment (Agenda Item 11). The Chair adjourned the meeting at 5:01pm.

Attachments:

Agenda Item 1:

Chair, MTA CAC, OCSC Memorandum of September 15, 2003 (Subject: Pro Tempore Committee Appointment – Mr. Bruce Oka)

Agenda Item 5:

MTA CAC OCSC Request for Information (#081203-1(OCSC))

Agenda Item 7:

PSR Task Force Preliminary Report (June and July 2003)

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Page last updated November 18, 2003.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)
[former Service, Reliability and Quality Committee (SRQC)]

**Notice of Regular Meeting and Agenda
for**

**Monday, October 20, 2003, 3:00 PM
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

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Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, Bruce Oka,
Cesar Perez, Linton Stables, Dorris Vincent, Dan Weaver
(2 Vacancies)

Notes:

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The MTA CAC may be contacted as follows:
Municipal Transportation Agency, Citizens' Advisory Council

401 VAN NESS AVENUE-ROOM 334 -SAN FRANCISCO-CA. 94102-4524
(415) 554-6873 FAX (415) 554-4103



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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Regular Meeting
Monday, October 20, 2003 at 3:00p.m.
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of August 18, 2003 (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:12
5.	Muni Wayside Fare Collection System (Fare Gates)	3:15
6.	39 Coit Service Improvement Follow-up (Discussion/Action)	4:00
7.	Rescue Muni J, L, M & N Lines Recommendations Follow-up (Discussion/Action) Peter Straus (Manager, Service Planning) [Muni]	4:15
8.	Committee Members' Questions/Information Requests (Discussion)	4:50
9.	Schedule Upcoming Meetings and Agenda Items (Discussion/Action) Next regular meeting tentatively scheduled for October 20, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 p.m.	4:55
10.	Adjournment	5:00

Attachments:

Agenda Item 2 - Draft OCSC Minutes, September 15, 2003

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

October 2003

Bus Cleaning

Non-operations of Three Car LRV's within the Metro Subway System

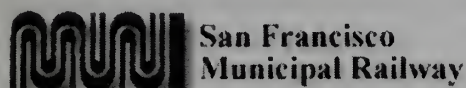
DPT follow-up of RM Metro line items

Follow-up items:

39 Coit Service Improvement

Passenger Service Report (PSR) Quarterly Update Cable Car

Service Standards



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**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

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Operations & Customer Service Committee (OCSC)

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**FINAL MINUTES
of
Regular Meeting**

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**Monday, October 20, 2003 at 3:00pm
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). The regular meeting of the Municipal Transportation Agency (MTA), Citizens' Advisory Council (CAC), Operations & Customer Service Committee (OCSC) met on Monday, October 20, 2003, at 3:04 p.m.

Committee Members Present at Roll Call: Joan Downey (Chair), Norman Rolfe.

Committee Members Absent at Roll Call: Sue Cauthen.

Committee Members Absent : Daniel Murphy.

Council Members Present : Bruce Oka, Steve Ferrario.

Mr. Oka was appointed as a Pro Tempore Committee Member (attachment) in the absent of Sue Cauthen and a quorum of the Committee was met.

Community Representatives Present : Rosie West (Rescue Muni), Christopher Beland (Rescue Muni), William "Bill" W. Seelinger (Chairman, Parking & Traffic Committee, Telegraph Hill Dwellers).

Muni Staff Present: Dan Rosen (Muni Construction Division), Peter Straus (Manager, Service Planning), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

Department of Parking and Traffic (DPT) Staff Present: Jack Fleck (Senior Transportation Engineer/Planning Manager, DPT Engineering), Lorraine Fuqua (MTA Liaison for DPT).

2. **Review and Adopt Minutes of August 18, 2003** (Agenda Item 2 – Discussion/Action). The Chair stated that Agenda Item 2 should have reflected the date of September 15, 2003

instead of August 18, 2003 and referred adoption of minutes to the Committee's next meeting.

3. **Public Comment** (Agenda Item 3). The Chair introduced Ms. Rosie West and Mr. Christopher Beland (Rescue Muni) who gave no public comment at this time.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair commented that there was nothing to report.

The Chair proceeded to give an overview of the agenda items and informed the Committee of staff/community representatives expected to attend. Ms. Downey inquired if Committee Members received a copy of Gerald R. Norman (Executive Director, Department of Parking and Traffic [DPT]) letter of September 24, 2003 and William W. Seelinger (Chairman, Parking & Traffic Committee, Telegraph Hill Dwellers) letter of October 19, 2003 (attachments). She commented that both letters related to Agenda Item 6. The Chair stated that DPT staff was not available to participate in discussion of Agenda Item 6 and suggested that the Council should calendar the topic. She explained that DPT staff was identified for participation in discussion of Agenda Item 7.

The Chair called Agenda Item 9.

5. **Schedule Upcoming Meetings and Agenda Items** (Agenda Item 9 - Discussion/Action). Committee Members and Community Representatives openly discussed sidewalk and driveway parking enforcement concerns, DPT Parking Control Officers (PCOs) performance, the Enforcement Division's organization and the possibility of calendaring sidewalk-parking enforcement as a suitable topic for the Committee's November meeting. Mr. Rolfe suggested that the Committee consider drafting a recommendation that would support immediate towing of any vehicle parked on the sidewalks, similar to sidewalk parking enforcement in New York City. He also suggested that the recommendation specify that PCOs should be assigned to enforce all parking violations by area and not by type of violation. Ms. Downey stated that the Committee discussed sidewalk parking enforcement during its September 15th meeting and the Committee's recommendations were presented at the Council's October 2nd meeting.

Mr. Ferrario requested that the Committee continue to list the tentative discussion topic "Non-operations of Three Car LRVs within the Metro Subway System" as a possible January 2004 agenda item. The Chair recommended that the Committee agendaized the tentative discussion topic "Bus Cleaning" for the Committee's next meeting. Mr. Ferrario requested that the cleanliness of Light Rail Vehicles (LRVs) be include as part of the "Bus Cleaning" tentative discussion topic.

The Chair called for Agenda Item 5.

6. **Muni Wayside Fare Collection System (Fare Gates)** (Agenda Item 5). The Chair introduced Dan Rosen (Muni Construction Division). The Chair commented that Council Members were previously provided a copy of the Wayside Fare Collection Working Group (WAFER) Recommendation for MuniWayside Fare Collection Systems dated May 15, 2003.

Mr. Rosen stated that a presentation was being prepared for Muni upper management staff regarding the WAFER recommendation for MuniWayside Fare Collection Systems. He commented that WAFER grew from the need to replace the subway fare collection equipment.

He explained that WAFER was comprised of representatives from various Muni Departments, i.e., Digital Systems Maintenance, Service Planning, Finance and Administration, Construction, Station Operations, Operations, Service Planning, Accessible Services, Proof of Payment (POP), Safety, and Capital Planning. He explained that WAFER made the recommendation that with the advent of Proof of Payment (POP) and the Metropolitan Transportation Commission (MTC) rollout of the regional TransLink Card and Fare Collection System, for which Muni Metro could move toward a true barrier-free fare collection system similar to that of Vancouver's Skytrain.

Peter Straus (Manager, Service Planning) stated that the first staff recommendation was to absolutely have a no barrier system similar to Metro operations in a number of other cities with POP. Mr. Straus explained that Michael Burns (Executive Director, Municipal Transportation Agency) expressed his uncomfortableness with a completely barrier free system and modeled a system that had some form of control. The Group subsequently reconsidered a wide-range of entry and fare collection systems including systems ranging from barrier free to full gated control. He explained that the cost of more intensive mechanical devices verses the cost of more additional personnel as fare inspectors was a significant trade-off considered during the WAFER's evaluation. The consensus of the group was not to back away from POP, but to use physical gates. Mr. Straus remarked that in using gates both a measure of security and considerable inspection of fares could be achieved. He expressed the opinion that a higher level of fare inspection would be required and additional personnel cost would occur should a barrier free entry system were used. He stated that gates are literally mechanized fare inspectors that reduce additional personnel cost in terms of POP enforcement.

Committee Members, Community Representatives and Muni Staff openly discussion station security and operation, POP, fare payment, conversion of fare instruments into forms that could be processed by an electronic means (gate), revenue loss through excessive time issued on transfers, and disabled accessibility.

In response to Mr. Ferrario's question as to the availability and approval process of a final report regarding the recommended fare collection system, and the Council's ability to actively participate in the decision-making process concerning the selection of fare collection equipment, Mr. Rosen responded that WAFER's work was completed. The consultant firm of Booze-Allen had been hired to conduct an external review of WAFER's recommendation.

Mr. Straus commented that a firm proposal had not been made in which the Council could consider regarding the WAFER recommendation. WAFER was ready to present its recommendation to the Executive Director, however the Executive Director directed that a consultant firm conduct an external review. Mr. Straus expressed the opinion that the fare collection system is not really a policy matter for the MTAB, but would be presented to the Board as part of a capital project to re-equip fare gates. He suggested that should the Council desire to remain as part of the decision procession, Muni Staff could continue to participate in informal presentations to the Council or the Council could request of the Executive Director the opportunity to review the Booze-Allen recommendation before any further decision was made.

Mr. Oka suggested that the Committee should consider forwarding a formal recommendation to the Council for consideration acknowledging support or non-support of the WAFER recommendation.

Mr. Straus advised that since a policy has not been submitted to the MTAB, it would be inappropriate for the Council Chair to make as part of his Report to the Board a recommendation. Mr. Straus reiterated his suggestion that the Council could send a letter to the Executive Director requesting to review the Booze-Allen recommendation before any further decision is made.

Mr. Rolfe expressed concern that the Booze-Allen analysis is not simply an economic analysis. He commented that the consultant's review should include opinions as to functionality and possible patrons' reaction, i.e., ease in use, disabled accessibility at all entry locations, etc, concerning any selected fare collection system. He commented that some subjectivity should be included as to the economics (equipment purchase, maintenance and operating costs) compared to customer convenience and ease in use.

Mr. Rosen responded to Mr. Rolfe's concerns by stating that equipment would be evaluated on current available technologies. Mr. Rosen explained that coin operated fare gate technology has long since past and manufactures are no longer making coin operated machines. Booze-Allen handles virtually all the fare gate occurrences in the United States and is considered the technologies experts. Booze-Allen's review would consist of considering ticket vending machines and fare gates technologies, i.e., magnetic strip, smart chip and bar code cards, and potential vendors who might submit contract bids. A key issue is the processing of single rides on Muni.

Ms. Downey expressed the opinion that when the WAFER Committee initially began, the Council should have been advised of its existence and invited to participate which would have allowed the Council's input into the recommendation process from the very beginning. Ms. Downey commented that in the future when services issues are being planned that are really customer oriented the Council's input should be sought early in the process.

Mr. Straus remarked that the Committee did receive the recommendation at an appropriate point and explained that staff has made a recommendation that has not been developed as a proposal.

Ms. Downey commented that having read the Cost Comparison of Alternatives Table, page 4 of the recommendation, it appeared that the comparison was slanted favoring the Executive Director's model of a fare gate with a physical barrier by adding a large amount of money for POP inspectors to a higher degree than should have been, especially considering that POP is planned for the whole system. She stated that the added number of POP inspectors for those few fare gates not having a physical barrier would not be incrementally as much as reflected in the table's comparative.

Both Mr. Rosen and Mr. Straus responded to Ms. Downey's comment by stating that WAFER members significantly debated this concern. Mr. Rosen stated that he believed that the amount is quite modest and not out of line, and advised the Committee that labor cost increase quite rapidly. Mr. Straus stated that the Cost Comparison of Alternatives Table is a soft analysis and a variety of individual arguments could be made.

In response to Mr. Beland's question regarding the determination as to the appropriate level of staffing for POP inspectors, Mr. Rosen replayed that the Ted Unaegbu (Manager, Proof of Payment) provided the details regarding POP staffing levels.

Mr. Rolfe inquired if the barrier free system was completely not being considered. Mr. Rosen responded that the barrier free system was not recommended at this time. Mr. Rolfe commended that in Los Angeles the Wilshire Subway (Red Line) is a non-barrier system. Mr. Straus remarked that a large number of inspectors are required to effectively operate such a barrier free system.

Mr. Rosen stated that WAFER focused on five key considerations: Customer Convenience, Fare Compliance, Security, Capital/Operating Costs and Data Collection. Mr. Straus commented that he does not believe a decision has been made; there is a recommendation on the table.

Ms. Downey stated from her personal perspective and experience of barrier free systems, bollard seem so much more customer friendly and straightforward with less mechanical failures.

Mr. Ferrario suggested that the Committee should recommend that the Council send a letter to the Executive Officer, Municipal Transportation Agency, requesting that the Council is formally involved in the selection process regarding the Wayside Fare Collection Equipment, that the Council's input is considered before a final decision is made, and a complete presentation regarding the Wayside Fare Collection Systems is provided to the Council. The letter should also take into account the Committee's discussion regarding POP system-wide, disabled accessibility and equipment issues.

The Chair announced that Ms. Cauthen had arrived and directed that Mr. Oka continue as a Pro Tempore Committee Member until Agenda Item 5 was completed.

Mr. Oka moved the following motion, which was seconded by Mr. Rolfe:

Motion: The Chair of the MTA CAC writes a letter to Michael Burns, Executive Director, Municipal Transportation Agency, requesting that the Council is formally involved in the equipment selection process of the Wayside Fare Collection Equipment, that the Council's input is considered before a final decision or proposal is prepared for the MTAB's consideration, and a complete presentation regarding the Wayside Fare Collection Systems is provided to the Council.

The Secretary advised the Chair that the standard procedure is for the Committee Chair to prepare a draft letter for the Council's consideration and that draft letter be reviewed as a Council agenda item.

A vote was not taken on the motion; however, the Committee agreed that the Committee Chair would prepare a draft letter for consideration at the Council's November 6th meeting.

The Chair extended her thanks to Mr. Rosen for addressing the Committee's concerns.

Mr. Beland commented that as a related issue, fare gates currently used are failing to operate or are being inexplicably taken out of service. He stated he has heard complaints and has experienced problems himself.

Mr. Beland commented that in the subway stations along Market Street, Muni customers

requiring change for \$5, \$10 or even \$20 bills are frequently finding change machines not operating. He stated that he has been hearing complaints and has personally experienced this problem. Mr. Beland stated that Station Agents have directed him to obtain change from businesses located above or from BART, which requires a purchase in order to get change. He expressed the opinion that such practices are not very customer friendly at all. Mr. Beland asked that the Committee consider this issue.

Mr. Beland commented that the WAFER recommendation recommended the purchase of some above ground ticket vending machines for POP purposes. He stated that it has been his observation that many Muni riders do not know how POP works. Part of POP is to make transit vehicles go faster. Many passengers who already have Proof of Payment that use the LRV lines are suppose to board all doors, but may riders stop and show their pass to the driver which is not required. Mr. Beland asked the Committee to consider recommending that more signage on the LRV lines instructing patrons who have a pass or proof of payment to board any door and that announcements are made regarding POP boarding policy to better educate riders.

The Chair stated that the fare gate transition concerns and subway change machine issues would be calendared for the Committee's next meeting.

The Chair stated that Mr. Beland's comments concerning increased signage and announcements on LRV regarding Proof of Payment would be referred to the Council's Planning and Marketing Committee.

7. 39 Coit Service Improvement Follow-up (Agenda Item 6 - Discussion/ Action). The Chair introduced William "Bill" W. Seelinger (Chairman, Parking & Traffic Committee, Telegraph Hill Dwellers) and Lorraine Fuqua (MTA Liaison for DPT). Ms. Downey commented that the Council received a response from DPT to the regarding the Council's proposal to improve parking and traffic conditions in and around the Coit Tower parking lot (attachments). Ms. Downey commented that the DPT response made no mention of the 39-Coit bus service, neither quickening the service nor the City's transit first policy. Ms. Fuqua stated that Gerald Norman (Executive Director, DPT) was asked to provide staff at the next meeting to address the Committee's concerns and explain the specifics concerning the response.

The Chair pointed out that Mr. Seelinger had provided comment to the DPT response by letter (attachment). Ms. Cauthen requested that the Chair provide a copy of Mr. Seelinger's letter to Ms. Fuqua for DPT's consideration. Ms. Downey stated that a copy was sent to Ms. Fuqua. Ms. Fuqua stated that she received a copy of Mr. Seelinger's letter right before noon and forwarded it to staff that's working on the issue. Ms. Fuqua stated that she asked for DPT staff to attend the Council's November 6th meeting to address this issue.

The Chair asked Mr. Seelinger to update the Committee regarding the Telegraph Hill Dwellers Parking and Traffic Committee involvement concerning this issue.

Mr. Seelinger stated that the Telegraph Hill Dwellers is a community group that has been working for the last two year to resolve the traffic problem on Telegraph Hill Boulevard. 2,000 to 3,000 visitors are annoyed every weekend day and holiday by the congestion of traffic proceeding to Coit Tower. He presented photographs of congested traffic along Telegraph Hill Boulevard commenting that frequently on Saturday, Sunday and holiday afternoon traffic congestion prevents the 39-Coit bus from proceeding on schedule to Coit Tower. He

commented that the photographs shows the 39-Coit bus caught in traffic and private vehicles turning around in the middle of Telegraph Hill Boulevard as a result of the passengers discouraged in proceeding to Coit Tower due to the long line of traffic. Mr. Seelinger remarked that the Telegraph Hill Dwellers Parking and Traffic Committee conducted a traffic study of vehicles en route to Coit Tower. At the time the study was done it was concluded that 82% of vehicles terminated travel to Coit Tower by turning around in the middle of Telegraph Hill Boulevard. He expressed the opinion that traffic delays discourages visitors, turnarounds are dangerous, and Recreation and Parks loses revenue because of visitors not being able to visit Coit Tower.

Mr. Seelinger commented that the departure of vehicles when the Coit Tower parking lot is full is consistently one car per minute or 60 cars per hour. During peak times, two-to-three time as many vehicles are approaching Coit Tower and traffic congestion occurs.

Ms. Cauthen commented that the backup of traffic begins at the point where Lombard Street ends and goes into Telegraph Hill Boulevard. Telegraph Hill Boulevard winds around the west side of Telegraph Hill, which is a very long distance for vehicles to wait.

The Telegraph Hill Dwellers Parking and Traffic Committee proposed the elimination of short-term visitor parking at Coit Tower. The Telegraph Hill Dwellers Parking and Traffic Committee believe that visitors, residents, City, Muni, visitors and residents would benefit from the proposal. He enumerated the advantages in eliminating short-term parking at Coit Tower as:

- Enhances the City's image as a frequently visited tourist attraction.
- Potential increase of revenue to Recreation and Parks through improved tourism.
- Assisting Muni in operating the 39-Coit on schedule, which would increase ridership.
- Reduce visitors' annoyance in having to wait in a long line of slow moving traffic approaching Coit Tower.
- Potential increase in visitors' use of limousine and taxi services to Coit Tower.
- Decrease air pollution emitted from slow moving/idling vehicles ascending Telegraph Hill Boulevard.
- Allow residents who reside on Telegraph Hill accessibility to their residences.

Mr. Seelinger stated that the Telegraph Hill Parking and Traffic Committee plans to hold community meetings and meet with relevant City Departments' representatives to discuss the proposed parking proposal.

Mr. Seelinger reported that the Telegraph Hill Parking and Traffic Committee held a meeting two weeks ago in which no member of the Telegraph Hill Parking and Traffic Committee favored retaining parking at Coit Tower.

Ms. Cauthen reported having attended a meeting of the Board of Directors of the Telegraph Hill Dwellers, two people were opposed to the no parking alternative and all others did not have an opinion or were in favor of the proposal. She stated that during the meeting it was

expressed that the MTA CAC should be encouraged to send a letter to the Telegraph Hill Dwellers Parking and Traffic Committee commending the Telegraph Hill Parking and Traffic Committee for their suggestion and work on the no-parking alternative. Ms. Cauthen commented that it was suggested that the letter contain a statement advocating that the no-parking proposal is the only alternative. Ms. Cauthen expressed the opinion that the letter should reference other cities' prominent locations such as Beacon Hill and Table Mountain both of which have no parking at the top of the promontory.

Ms. Cauthen agreed to prepare a draft letter for the Council's consideration at its November 6 th meeting and that the draft letter be scheduled as a Council agenda item.

Ms. Fuqua stated that DPT staff would be advised to address the comments made in both Mr. Seelinger's letter and the Committee's concerns regarding DPT's response to the Council's recommendation concerning the 39-Coit at the Council's November 6 th meeting.

The Chair extended her thanks to Mr. Seelinger for attending the meeting.

8. Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 7 – Discussion/Action). The Chair introduced Jack Fleck (Senior Transportation Engineer/Planning Manager, DPT Engineering) who would address DPT's portion of the recommendations follow-up. He stated that DPT's Planning Section's does promote a vision that coincides with the transit first policy. Mr. Fleck stated that there were 42 items listed on the recommendation spreadsheet provided by Jim Lowe of Muni. Twenty-one (21) Items directly related to DPT (attachment). He stated that 9 of the 21 items included transit signal priority as part of their recommendations and a number of developments have taken place regarding this issue. Mr. Fleck suggested to Mr. Straus that the remaining 12 of the 21 items should be placed on the DSM agenda. Mr. Fleck advised the Committee that many of the recommendations require research and delays have to be documented before changes could be presented at public hearing. Referring to Item # 2, 3, 12, 4 of the attachment, he cautioned the Committee in making recommendations that make certain traffic movements impossible because of Fire Department concerns.

Noting Item # 5, 6, 7 regarding erecting signage at the West Portal Station, Mr. Fleck commented that DPT has installed over 200,000 signs. The policy in general for DPT is to not to put up signs unless the sign has had a proven value, the message is clearly understood, and that DPT has to control the proliferation of signage.

He stated that DPT has installed signal prioritization capability for transit vehicles at some intersections and all of the signals in San Francisco ultimately should have bus detection. Explaining the difference between passive, signal and smart priority, the impact intersecting service lines and highly trafficked areas have on signal priority; he stated that DPT presently does not have the capability to deal with really complex situations, but simple priority can be done.

Mr. Fleck explained the limitations of the LMD-40 Controller, the advantages and the difficulties technicians had in programming the CalTrans 2070 Controller which uses the Next Phase Software Program. He stated that in 2002 DPT began a research process of all available software. In September 2003 new software, the D-4 Software, was selected that has various transit priority and acceptable programming capabilities.

He expressed the opinion that complicated intersections such as St. Francis Circle will always have some type of limitations. He stated that DPT could provide a controller that is very sophisticated. Muni vehicles must be able to communicate with the controllers, and communications does not exist on most of the M and N-Lines at the street locations identified. VTAG or the new Opticom System could be installed .

Ms. Downey inquired if the Opticom System was connected with NextBus? Mr. Fleck stated that Opticom was not connected with NextBus. Once the system is in place and the ability to communicate between the controllers and DPT Central exist, every bus location would be known. DPT actually could provide all the NextBus traveler information without any overhead cost. Mr. Fleck suggested that the Committee should consider supporting such an approach.

Mr. Straus stated that the Opticom equipment was only purchased and installed on the articulated trolley and diesel vehicles.

Mr. Beland asked if DPT has priorities intersections for installing smart traffic control devices? Mr. Fleck responded that the highest priorities are the Third Street Light Rail, which is to begin operations in 2005, and the Mission and Geary bus lines. Mr. Fleck suggested that a before and after study should be done when the Third Street Light Rail, the Mission Street and Geary Boulevard projects are completed. DPT desires the prioritization of the Embarcadero in both directions.

Mr. Beland asked if any signalization priority equipment had been installed along Mission Street and Geary Boulevard intersections? Mr. Fleck replied that the receivers have been installed at 39 intersections and the emitters are being installed on the buses. The system should be operational in January 2004.

Ms. Downey inquired if any of the existing LRV lines are scheduled for signal prioritization? Mr. Fleck advised that the process is a step-by-step process. DPT has been diligently resolving the software issue. Once the technology has been proven effective along the Third Street Light Rail Line, DPT would consider expansion.

Rosie West inquired about the LRV crossing at 19 th Avenue near Stonestown where automobile traffic frequently blocks the crossing. Mr. Straus stated that the problem is under discussion. Mr. Fleck stated that the signal is operated by CalTrans which is an entirely different Controller – a 170.

Mr. Fleck inquired about the queue delays out of West Portal. Mr. Beland commented that the problem appears to be the Muni signal at West Portal. The LRVs frequently stops, i.e., pulling forward, until the track switch is activated and then stopping for traffic as the LRV departs the tunnel. Mr. Straus stated that in the next few years a project to replace all the track work at West Portal intersection is planned that includes replacing the "flip-flop" signal. **Mr. Beland suggested that during the track replacement that a traffic signal halting traffic be installed allowing the LRV to exit West Portal without having to stop .** Mr. Straus stated that he would explore the possibility.

Ms. Downey referred to the recommendation that bollards are installed just before Carl & Cole Streets preventing automobiles from parking even though there is signage that indicates no parking. Mr. Fleck stated that the item is to be placed on the DSM agenda.

Ms. Downey referred to the recommendation regarding different LRV stops along Irving Street near UCSF in which Muni passengers have to cross a line of traffic. Mr. Fleck stated that the Department of Public Works (DPW) has concerns regarding the design for the bulb-out's drainage. **Ms. Downey suggested as a resolution for the corner near UCSF that the yellow line (stop bar) that exist be moved back twenty feet, which in her opinion would resolves the problem for passengers disembarking from a two-car train.**

Ms. Downey referred to the other LRV stops along Irving Street in which there are signs that state "Do Not Pass Muni Vehicles" and inquired if zebra stripping could be painted on the street where passengers disembark. Mr. Fleck suggested to Mr. Straus that this item should also be place on the DSM agenda.

The Chair thanked Mr. Fleck for coming and discussing the Committee's concerns

9. **Adjournment** (Agenda Item 10). The Chair adjourned the meeting at 5:10pm.

Attachments:

Agenda Item 1:

Chair, MTA CAC, OCSC Memorandum of October 20, 2003 (Subject: Pro Tempore Committee Appointment – Mr. Bruce Oka)

Agenda Items 4 an 7:

Gerald R. Norman (Executive Director, DPT) letter of September 24, 2003

William W. Seelinger (Chairman, Parking & Traffic Committee, Telegraph Hill Dwellers) letter of October 19, 2003 (Subject: Comment on the Letter Sent by Mr. Gerald Norman, Executive Director of DPT, to the MTA CAC, dated 9/24/03, regarding Coit Tower Parking and Traffic-backup Problems)

Agenda Item 8:

M-Line Recommendations (RescueMUNI Metro recs.xls – Printed 7/18/03)

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Page last updated November 20, 2003.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

[former Service, Reliability and Quality Committee (SRQC)]

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**Notice of Regular Meeting and Agenda
for**

NOV 14 2003

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**Monday, November 17, 2003, 3:00 PM
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA**

11-14-03P04:50 RCVD

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, Bruce Oka,
Cesar Perez, Linton Stables, Dorris Vincent, Dan Weaver
(2 Vacancies)

Notes:

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The MTA CAC may be contacted as follows:
Municipal Transportation Agency, Citizens' Advisory Council

401 VAN NESS AVENUE-ROOM 334 -SAN FRANCISCO-CA. 94102-4524
(415) 554-6873 FAX (415) 554-4103



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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])**

**Regular Meeting
Monday, November 17, 2003 at 3:00p.m.
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of September 15 and October 20, 2003 (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:12
5.	Bus & LRV Cleaning	3:15
6.	PSR Follow-up - First Quarter Results and Status of Complaints/Commendations (Discussion/Action)	3:45
7.	Rescue Muni J, L, M & N Lines Recommendations Follow-up (Discussion/Action)	4:15
8.	39-Coit Service Improvement Follow-up (Discussion/Action)	4:45
9.	Committee Members' Questions/Information Requests (Discussion)	4:50
10.	Schedule Upcoming Meetings and Agenda Items (Discussion/ Action) Next regular meeting to be determined 401 Van Ness, Room 334 (Conference Room 335), 3:00 p.m.	4:55
11.	Adjournment	5:00

Attachments:

Agenda Item 2 -

OCSC Draft Minutes of September 15, 2003 and October 20, 2003

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Non-operations of Three Car LRV's within the Metro Subway System
Fare Gate Transition and Subway Change Machines

Follow-up items:

39-Coit Service Improvement
Passenger Service Report (PSR) Quarterly Update
Cable Car & Lack of Response
Service Standards (Plan For Meeting Proposition E Standards)
DPT Follow-up of Rescue Muni Metro J, L, M and N Lines Recommendations



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Operations & Customer Service Committee (OCSC)

**FINAL MINUTES
of
Regular Meeting**

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Monday, November 17, 2003 at 3:00pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA

1. **Call to Order/Roll Call** (Agenda Item 1). The regular meeting of the Municipal Transportation Agency (MTA), Citizens' Advisory Council (CAC), Operations & Customer Service Committee (OCSC) met on Monday, November 17, 2003, at 3:10 p.m.

Committee Members Present at Roll Call: Joan Downey (Chair), Daniel Murphy, Norman Rolfe.

Committee Members Absent at Roll Call: Sue Cauthen (arrived 4:10pm).

Council Members Present: Cesar Perez.

Community Representatives Present: Rosie West (Rescue Muni).

Muni Staff Present: Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

2. **Review and Adopt Minutes of September 15 and October 20, 2003** (Agenda Item 2 – Discussion/Action). **Mr. Murphy moved the following motion, which was seconded by Mr. Rolfe:**

Motion to Adopt: The OCSC adopts minutes of September 15 and October 20, 2003.

The Motion to Adopt passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

3. **Public Comment** (Agenda Item 3). The Chair introduced Ms. Rosie West who gave no public comment at this time.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair reported that the Department of Parking & Traffic (DPT) held a public hearing regarding the consolidation of four N-Judah streetcar stops on Carl Street between Willard Street and Hillway Avenue on November 14th. She commented that the hearing officer recommended not removing the stop.



Mr. Murphy stated that he had discussed the results of the hearing officer's recommendation with Michael Burns (Executive Director, Municipal Transportation Agency [MTA]). Mr. Murphy commented that Mr. Burns indicated that he would look into this matter and advise the Council of his intent. Muni is conducting more monitoring and enforcement regarding the residents' complaints about Light Rail Vehicles (LRVs) noncompliance with the existing speed limit.

5. Bus & LRV Cleaning (Agenda Item 5). Robert Olson (Superintendent, Vehicle Appearance/Preservation) had not arrived at the time item was called. The Chair stated that the Committee desired to discuss operations associated with bus and LRV cleaning. The Chair deferred discussion of this item.

6. PSR Follow-up – First Quarter Results and Status of Complaints/Commendations (Agenda Item 6 – Discussion/Action). The Secretary provided the Committee copies of the FY2004 1st Quarter Service Standards report (attachment). The Secretary advised the Committee that Mary Travis-Allan (Passenger Service Reports [PSR] Task Force Coordinator) was out of town and staff would not be available to discuss this item.

Ms. Downey remarked that she submitted online two PSRs (reference numbers 168472 and 168479) in July and did receive a follow-up call the day afterwards acknowledging receipt. She commented that a generic letter dated July 30th was received that referenced the two PSRs, but the letter did not specifically address the complaints nor advise of the outcome. Referring to the FY2004 1st Quarter Service Standards report, Ms. Downey pointed out that of the 337 operator complaints requiring follow-up, 27 PSRs were still open and 310 PSRs had been closed. Ms. Downey commented that she was unsure if the PSRs she had submitted were included in the statistics and were either open or closed.

Ms. Downey suggested that as part of the closure process a notification should be sent to the complainant. She commented that a more meaningful response to a complaint submitted through the PSR process would be better.

Rosie West (Rescue Muni) commented that many of the written responses to PSRs she received only acknowledged receipt of the complaint but no mention of any specifics resolution or corrective action taken was provided.

Mr. Czechowicz expressed the opinion that quite possibly a feedback loop was missing once PSRs had been referred to a Division Manager.

Ms. Downey commented that she had submitted a third PSR that was a commendation and did not receive the follow-up call the day afterwards acknowledging receipt of the PSR. She remarked that none of the commendation PSRs she submitted in the past one-to-two years were acknowledged by a follow-up call or letter notifying her of the PSRs outcome.

Mr. Murphy stated that he would attend the PSR Task Force meeting to be held on Tuesday, November 18th.

The Chair asked that Mr. Murphy relay the Committee's concerns at the PSR Task Force meeting.

Mr. Murphy moved the following motion:

Motion: The MTA CAC recommends that passengers be notified when Passenger Service Reports (PSRs) are closed, not just when a complaint is referred to a Division Superintendent, and that such responses should be as specific as legally possible about the action taken if any. The MTA CAC further recommends that PSRs received commending Muni or its employees be acknowledged in a follow-up letter.

Ms. Downey stated that the Committee had previously recommended that PSRs submitted online should be acknowledged by email instead of by telephone.

Mr. Murphy amended the motion as follows:

Amended Motion: The MTA CAC recommends that passengers be notified when Passenger Service Reports (PSRs) are closed, not just when a complaint is referred to a Division Superintendent, and that such responses should be as specific as legally possible about the action taken if any. The MTA CAC further recommends that PSRs received commending Muni or its employees be acknowledged in a follow-up letter and that PSRs submitted online be initially acknowledged by email rather than by phone.

The Chair called for discussion of the amended motion. No discussion of the amended motion took place. The Chair then called for a vote on the amended motion.

The Amended Motion passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

Ms. Downey suggested that the Committee consider as a future discussion topic that the 10% reduction in PSR listed in the Service Standards should be removed.

Mr. Murphy expressed the opinion that the total reduction of PSR is not a useful Service Standard and the total volume of PSR is not indicative of service. He expressed the opinion that the categories listed in the PSR Task Force Preliminary

Report (attachment) should receive wider circulation and was very helpful in understanding service.

Mr. Rolfe suggested that PSR could be tied to Service Hours Delivered.

Ms. West commented that when she had to use crutches, she submitted several complaints when operators would not stop at the disabled platform at 49th and Elm Street. Ms. West expressed the opinion that many riders do not submit PSR because of the perception that Muni does not take corrective action.

The Chair suggested that the Committee should ask for copies of Muni's follow-up letter to specific complaints. Ms. Downey suggested that the Committee review two categories per month as listed in the PSR Task Force Preliminary Report in order to determine appropriate recommendations regarding PSR follow-up letters responses. The Chair suggested that a report could be compiled that only lists the complaints and the responses without violating privacy requirements.

Ms. Downey expressed the opinion that the follow-up letter complaints received responding to a PSR is absolutely not acceptable and Muni needs to review the content of the letter. She commented that the explanation regarding the complaint provides an opportunity to inform and educate riders.

Mr. Rolfe and Mr. Murphy suggested that the Committee begin with the No Show PSR complaints. Mr. Rolfe commented that an explanation should reflect the reason for the No Show, i.e., vehicle malfunction, operator failure to report for duty, traffic delay, etc., when responding to a PSR complaint. He suggested that the PSR Task Force Preliminary Report's No Show item should have a breakout listing the specific No Show categories and corresponding numbers of complaints.

Mr. Murphy commented that such information would be useful in making recommendations regarding Service Standards.

The Chair requested that a report from Muni that provides the text of the complaint from the passenger and the follow-up letter responding to the complaint be provided concerning the 211 No Show PSR complaints for 2003. (The number of No Show PSR was obtained from the PSR Task Force Preliminary Report).

Mr. Murphy stated that when he attends the PSR Task Force meeting he would inquire into how the information was stored and would report findings to the Committee.

The Chair Called Agenda Item 8.

7. 39-Coit Service Improvement Follow-up (Agenda Item 8 - Discussion/Action). The Secretary distributed copies of the draft Letter of Commendation that

had been submitted by Ms. Cauthen (attachment). The Secretary advised the Committee that a draft letter had been presented at the Council's November 6th meeting and the Council's Chair (Mr. Murphy) stated that he would personally review the draft, discuss any revisions with Ms. Cauthen, and that the letter would be handled between Ms. Cauthen and him.

Mr. Murphy stated that he had sent a revised version of the letter to Ms. Cauthen. He stated that it was his opinion that the revised text of the letter was more in keeping with the Council's stated policy. Ms. Downey commented that Ms. Cauthen desired to discuss the reference in the draft letter concerning the Triangle at 701 Lombard. Mr. Murphy stated he was open to discussing the issue and including it in the letter without it appearing that a position was being taken on an issue that the Council had not considered. Mr. Rolfe commented that the 39-Coit and Triangle issues are two separate matters. Ms. Downey, Mr. Murphy and Mr. Rolfe expressed their apprehension and questioned the Council becoming involved in the Triangle issue. Mr. Murphy stated that a motion regarding this matter was not necessary and he would respect the opinion of the Committee regarding the matter.

The Chair called for Agenda Item 7.

8. **Rescue Muni J, L, M & N Lines Recommendations Follow-up** (Agenda Item 7 – Discussion/Action). The Secretary advised the Committee that Peter Straus (Manager, Service Planning) was attending a conference which precluded his attendance and that the DPT staff was still in the process of reviewing their portion of the recommendations.

The Chair recalled Agenda Item 4.

9. **Report of the Chair** (Agenda Item 4 – Discussion). The Chair stated that she had submitted a question to Lorraine Fuqua (DPT CAC Liaison) regarding a car blocking her resident's driveway. Ms. Downey stated that the Parking Control Officer (PCO) arrived about 40 minutes following her reporting the blocked driveway and waited 20 minutes before issuing a citation which consisted of only the envelope because of the ticket device was not properly operating. Ms. Downey stated that the PCO sat in her vehicle for approximately 1½ hour before a tow truck arrived. She expressed her dissatisfaction in the management of PCO regarding driveway enforcement. Ms. Downey stated that no response to her inquiry had been received. **The Chair suggested that the Committee should consider reviewing how DPT deploys enforcement officers.**

10. **Committee Members' Questions/Information Request** (Agenda Item 9 – Discussion/Action). No questions/information requests were submitted.

11. **Schedule Upcoming Meetings and Agenda Items** (Agenda Item 10 – Discussion/Action). The Committee agreed that that no meeting would be held in

December. **The next regular meeting would be held on Monday, January 26, 2004, 401 Van Ness Avenue, Room 334 (Conference Room 335) at 3:00pm.**

The following topics were identified for discussion at the Committee's January 26, 2004 meeting:

- **Bus & LRV Cleaning**
- **PSR Follow-up – First Quarter Results and Status of Complaints/Commendations**
- **Rescue Muni J, L, M & N Lines Recommendations Follow-up
39-Coit Service Improvement Follow-up**

Sue Cauthen arrived and Agenda Item 6 was reopened for discussion.

12. 39-Coit Service Improvement Follow-up (Agenda Item 8 – Discussion/Action). The Chair advised Ms. Cauthen that the Committee had discussed Agenda Item 8 and reiterated the Committee's opinion that the draft Letter of Commendation should not include the issue concerning the Triangle at 701 Lombard. Mr. Murphy stated that his consideration in rewriting the letter was to have the letter clearly reflect policy that the Council passed without addressing issue the Council had not taken a position on.

Ms. Cauthen suggested that the Committee should discuss expanding the parameters to include such issues as the Triangle and open spaces.

Ms. Downey suggested that possibly Ms. Cauthen and Mr. William Seelinger (Telegraph Hill Dwellers) should discuss the open space connection between the 39-Coit no-parking proposal and the Triangle with Gerry Crowley (President, Telegraph Hill Dwellers).

Mr. Murphy agreed to work with Ms. Cauthen regarding the composition of the letter.

13. Adjournment (Agenda Item 10). The Chair adjourned the meeting at 4:23pm.

Attachments:

Agenda Item 6:

San Francisco Municipal Railway Department – FY20041st Q Service Standards
(Deborah Denison email of November 17, 2003 9:30am)

PSR Task Force Preliminary Report (July/August 2003)



**City & County of San Francisco
= Municipal Transportation Agency
= Citizens' Advisory Council (CAC)**

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Operations & Customer Service Committee (OCSC)

**Notice of Cancellation of Regular Meeting
for**

12-15-03A10:27 RCVD

**Monday, December 15, 2003 at 3:00 p.m.
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

**The regular meeting of the Municipal Transportation Agency Citizens' Advisory Council, Operations & Customer Service Committee (OCSC) has been cancelled.
No Agenda has been posted concerning this meeting.**

90 337

15/03

cancelled

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder (Vice Chair), Steve Ferrario, Ellen Hayes, Bruce Oka,
Cesar Perez, Linton Stables, Dorris Vincent, Dan Weaver
(2 Vacancies)

NOTES:

Members of the Citizens' Advisory Council who are not members of this Committee may attend Committee meeting. In the event that a quorum of the entire Council is present, the Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action; the full Council must ratify all Committee action.

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Written reports and background materials for calendar items are available for public inspection and copying at 401 Van Ness Ave, Room 334, during regular business hours.

The MTA CAC may be contacted as follows:
Municipal Transportation Agency Citizens' Advisory Council
401 Van Ness Avenue - Room 334 - San Francisco, CA 94102-4524
☎(415) 554-6873 FAX (415) 554-4103



Disability Access

Meetings are held in Room 334 (Conference Room 335) or Room 308 (Operation's Conference Room 312) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor. Make a left and enter through Room 334 for Conference Room 335 or make a right and enter through Room 308 for Operation's Conference Room 312.

The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus lines nearest the meeting location are the 47 Van Ness and 49 Mission – Van Ness. The closest MUNI Metro stop is the Van Ness Muni Station, where one can transfer to a 47 Van Ness or 49 Mission–Van Ness bus. For more information about Muni accessible services, call (415) 923-6142.

There is accessible on-street vehicle parking available in the vicinity of the meeting location. A bicycle rack is located outside the main entrance to 401 Van Ness. The Civic Center Garage (entrance on the south side of McAllister Street, between Polk and Larkin Streets) includes bicycle racks in view of a parking attendant.

For assistance with special needs (large print agendas, sign language interpreters, etc.), call Vincent Dunlap at least 72 hours in advance of need at (415) 554-6873.

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Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the peoples' business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the peoples' review.

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Citizens interested in obtaining a free copy of the Sunshine Ordinance can request a copy from Ms. Hall or by printing Chapter 67 of the San Francisco Administrative Code on the Internet at <http://www.ci.sf.ca.us/bdsupvrs/sunshine.htm>.

Lobbyist Ordinance

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Campaign and Governmental Conduct Code, Section 2.100, to register and report lobbying activity. For more information about the Lobbyist Ordinance, contact the Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102, telephone (415) 581-2300, fax (415) 581-2317, or visit their website at <http://www.ci.sf.ca.us/ethics/>.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

[former Service, Reliability and Quality Committee (SRQC)] DOCUMENTS DEPT.

**Notice of Regular Meeting and Agenda
for**

JAN 16 2004

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**Monday, January 26, 2004 at 3:00 PM
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, Bruce Oka,
Cesar Perez, Linton Stables, Dorris Vincent, Dan Weaver
(2 Vacancies)

Notes:

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401 Van Ness Avenue Room 334 - San Francisco, CA 94102-4524
(415) 554-6873 FAX (415) 554-4103**



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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Regular Meeting
Monday, January 26, 2004 at 3:00p.m.
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of November 17, 2003 [Attachment] (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:12
5.	Bus & LRV Cleaning (Discussion/Action) Don Gee (Chief Maintenance Officer – Rubber Tire Fleet [Muni])	3:15
6.	PSR Follow-up - First quarter results; status of complaints/commendations; review of details of pass-up reports. (Discussion/Action) Mary Travis-Allan (Coordinator Passenger Service Requests (PSR) Task Force [Muni])	3:45
7.	Department of Parking and Traffic (DPT) Incorporate of City & County of San Francisco Transit First Policy. (Discussion/Action) Motion: The MTA CAC recommends that the Department of Parking and Traffic (DPT) incorporate the Transit First Policy into their mission statement, and urges them to develop a plan to incorporate it into the policies and procedures the Department creates and implements.	4:00
8.	Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units [Attachments] (Discussion/Action)	4:15
9.	Rescue Muni J, L, M & N Lines Recommendations Follow-up (Discussion/Action)	4:30
10.	39-Coit Service Improvement Follow-up (Discussion/Action)	4:45
11.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
12.	Schedule Upcoming Meetings and Agenda Items (Discussion/ Action) Next regular meeting: To be determined. 401 Van Ness, Room 334 (Conference Room 335), 3:00 p.m.	4:55
13.	Adjournment	5:00

Attachments:

Agenda Item 2 –
Draft OCSC Minutes, November 17, 2003

Agenda Item 8 –
Kieran John Flaherty (Associate Director, Governmental Relations, University of California at San Francisco) letter of November 10, 2003

Lorraine Fuqua (Department of Parking and Traffic) email of November 17, 2003 (04:57 PM)

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Muni Non-operations of Three Car LRVs Within the Metro Subway System
Wayside Fare Collection Working Group (WAFER)
Fare Gate Transition and Subway Change Machines

Follow-up items:

39-Coit Service Improvement
Passenger Service Report (PSR)
Rescue Muni J, L, M & N Lines Recommendations
Service Standards - Plan for Meeting Proposition E Standards and Removal of 10%
Reduction in Passenger Service Report (PSR) Standard

Quarterly Update:

Cable Car

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1. Introduction

2. Methodology

3. Results

4. Discussion

5. Conclusion

6. References

7. Appendix

8. Acknowledgments

9. Author Biographies

10. Contact Information



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Operations & Customer Service Committee (OCSC)

**FINAL MINUTES
of
Regular Meeting**

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FEB 27 2004

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Monday, January 26, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA

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1. **Call to Order/Roll Call** (Agenda Item 1). The regular meeting of the Municipal Transportation Agency (MTA), Citizens' Advisory Council (CAC), Operations & Customer Service Committee (OCSC) met on Monday, January 26, 2004, at 3:08 p.m.

Committee Members Present at Roll Call: Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe.

Municipal Transportation Agency (MTA) (Municipal Railway [Muni]) Staff Present: Don Gee (Chief Maintenance Officer – Rubber Tire Fleet), Mary Travis-Allan (Coordinator, Passenger Service Requests (PSR) Task Force), Vincent Dunlap (MTA CAC Secretary).

Municipal Transportation Agency (MTA) (Department of Parking & Traffic [DPT] Staff Present: Jack Fleck (Senior Transportation Engineer/Planning Manager, DPT Engineering).

2. **Review and Adopt Minutes of November 17, 2003** (Agenda Item 2 – Discussion/Action). **Mr. Rolfe moved the following motion, which was seconded by Ms. Cauthen:**

Motion to Adopt: The OCSC adopts minutes of November 17, 2003.

The Motion to adopt unanimously passed.

(Sue Cauthen, Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**).

3. **Public Comment** (Agenda Item 3). No public comment was given.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair expressed her pleasure in reporting that Muni's decided to conduct a six-month trial to study consolidating the mandatory N-Judah crossover stop at Willard Street and Hillway Avenue on Carl Street. The decision to conduct the study was different from the Department of Parking and Traffic (DPT) Hearing Officer's recommendation. The Chair stated that some residents are opposed to the trial and residents have written



to Supervisor Gonzalez requesting that he intercedes prohibiting the study until Light Rail Vehicles (LRVs) Operators comply with the speed limit of 25mph.

The Council Secretary distributed copies of a Muni bulletin advising operations employees of stop changes effected as part of the six-month trial (attachment).

Mr. Murphy commented that in his capacity as Council Chair, he raised the issues with Michael Burns (Executive Director, MTA) regarding the Council's obvious disappointment with the DPT Hearing Office's recommendation and suggested as the prerogative of the Executive Director that he overrule the Hearing Officer's recommendation.

The Chair referred to Mr. Murphy's comment reflected in the Committee's minutes of November 17, 2003 that "Muni is conducting more monitoring and enforcement regarding the residents' complaints about Light Rail Vehicles (LRVs) noncompliance with the existing speed limit." The Chair stated that Jeff Hamilton, who had resided at the corner of Carl Street and Willard Avenue, had conducted an early morning and late night (LRV speed) study with a radar gun. The Chair commented that Mr. Hamilton study concluded that 20% of the LRVs traveling in the area early in the morning and late at night were exceeding the 25 mph speed limit.

The Chair remarked that something should be done to get operators to comply with the speed limit not only on Carl Street but also throughout the city.

The Chair called for Agenda Item 10.

5. 39-Coit Service Improvement Follow-up (Agenda Item 10 - Discussion/Action). The Chair stated that the draft letter commending the Telegraph Hill Dwellers, Parking and Traffic Committee had not been sent by the Council's Chair (attachment). Ms. Cauthen stated that she hoped that the Council Chair would approve the draft letter without any further changes.

Ms. Cauthen reported that Paul Scott (President, Telegraph Hill Dwellers [THD]) attended a meeting of the THD Parking and Traffic Committee (PTC). The THD Board has taken the position that one or more public hearings with residents of Telegraph Hill and other interested parties should take place before involving other City Departments, excluding administrative assistance. She commented that before any change at Coit Tower could occur, Muni and the Recreation and Park Department would probably have to hold hearings. Ms. Cauthen stated that the THD PTC would meet on Saturday, February 7th to organize and schedule dates for the hearings. Muni, DPT, Recreation and Park, and Council representative would be invited to speak at the hearing. Ms. Cauthen provided Committee Members copies of Bill Seelinger (THD) email concerning the THD Board's position on the 39-Coit/Traffic Backup Project (attachment).

Mr. Murphy commented that a consensus of multiple community organizations and neighborhood residents supporting the project would be beneficial before involving other City Departments.

6. Bus & LRV Cleaning (Agenda Item 5 – Discussion/Action). The Chair commented that Don Gee (Chief Maintenance Officer – Rubber Tire Fleet [Muni]) was asked to attend today's meeting to inform the Committee of the process for bus and LRV cleaning, and the schedules followed in keeping vehicles clean and graffiti free. **Mr. Gee stated that he would provide the Committee general information on bus and car cleaners working schedules and number of personnel assigned.**

Mr. Gee explained that at the seven (7) operating divisions one or two car cleaning crews are assigned to a division. The budget authorizes a total of 84 Car Cleaners positions with six (6) or seven (7) positions currently unfilled. Car Cleaner positions are distributed amongst the seven divisions. Presently, there are 67 active working employees, with 17 employees absent due to workers compensation, sick or disability issues. He commented that budget constraints have impacted the filling of some unfilled positions.

Mr. Gee stated that service worker assigned to the motor coaches divisions check the vehicles' mileage, fluids, and fuel every night, Monday through Sunday. In that every division has over a hundred coaches pulling in per night, coaches' exteriors are washed on an alternating even/odd vehicle numbering system. Vehicles are washed between the hours of 7:00pm to 1:00am. A 5:00am crews finishes up the cleaning of vehicles by sweeping the vehicles interiors and removing graffiti. Another crew reports later in the day to perform general cleaning (interior and exterior cleaning). Vehicles receive a through hand brush cleaning at least twice a month.

Ms. Downey inquired about cleaning crews being assigned during the day at Metro terminals, such as the Embarcadero Station, to remove trash from vehicles in service. Mr. Gee responded that there are problems associated with stationing cleaning crews at the Embarcadero since it is no longer an ending terminus but more of a throughway since the CalTrains extension. Constraints are imposed due to the movement of LRVs.

Ms. Downey commented that LRVs, as well as some buses, have trash in them that remains on board for the whole day. Mr. Gee stated that in the past there was a crew that traveled to various terminals conducting a quick sweep of the vehicles in layover status primarily focusing on graffiti removal. Since the number of graffiti-ed coaches was reduced, personnel were reallocated back into the divisions as a better way in managing human resources, and crews' effectiveness and time.

In response to Committee Members inquiring about what more could be done to encourage passengers to take their trash with them when leaving a vehicle, Mr. Gee

suggested that possibly a public service campaign with announcements could be effected.

Mr. Rolfe suggested that the Committee could hold talks with staff from Muni's Capital Planning & External Affairs and Community & Public Relations to discuss the possibility of a public awareness campaign regarding trash on board Muni vehicles.

In response to Mr. Murphy question regarding support needed in filing vacant positions, **Mr. Gee suggested that the Council actively campaign to upper management to clear requisitions for hiring.** Mr. Gee commented that there are some requisitions that are termed as budget hold and others are cleared but permission has not been given to fill.

Mr. Murphy commented that he would contact Alicia Fletcher (Finance and Administration [Muni]) to follow-up on the Committee's discussion regarding requisitions affected by budget constraint. The Chair agreed with Mr. Murphy's comment.

Mr. Murphy moved the following motion, which was seconded by Mr. Rolfe:

Motion a: The MTA CAC recommends that the marketing group explore a public service announcement campaign urging passengers to take their trash with them when they exit the vehicle.

Motion a unanimously passed.

(Sue Cauthen, Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**).

Mr. Murphy moved the following motion, which was seconded by Mr. Rolfe:

Motion b: The MTA CAC recommends that if and when additional car cleaner positions are available that the Municipal Railway (Muni) consider placing some of them at major line termini for the purposes of removing trash from vehicles during the operating day.

Motion b unanimously passed.

(Sue Cauthen, Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**).

7. PSR Follow-up – First Quarter results; status of complaints /commendations; review of details of pass-up reports (Agenda Item 6 - Discussion/ Action). Mary Travis-Allan (Coordinator, Passenger Service Requests (PSR) Task Force [Muni]) addressed both the Council's recommendations that "Passengers are notified when Passenger Service Reports (PSRs) are closed, not just when a complaint is referred to a Division Superintendent, and that such responses should be as specific as legally possible about the action taken if any; that PSRs received commending Muni or its employees be acknowledged in a follow-up letter;

that PSRs submitted on-line be initially acknowledged by email rather than by phone"; and the Committee's Request for Information (#111702-1(OCSC)) which asked that a report from Muni that has the text of the complaint from the passenger and the follow-up letter responding to the complaint be provided concerning the 211 No Show PSR complaints for 2003 (Number of PSR obtained from the PSR Task Force Preliminary Report). Ms. Travis-Allan stated that additional manpower would be required to sufficiently respond to the complainant as recommended. **She notified the Chair that a response to the Council's recommendation would also include the reply to the Committee's Request for Information.**

Ms. Travis-Allan informed the Committee that Muni would also gauge performance using the Incentive Program. Ms. Travis-Allan provided Committee Members copies of Muni's First Quarter Service Standards FY2003 and FY2004 (attachment). She pointed out that the number of operator complaints requiring follow-up in the 1st Quarter of FY2003 was 565 and the number dropped to 337 in the 1st Quarter of FY2004. She stated that separate follow-up meetings with the Division Superintendents and the Union Chairs were ongoing as a way to truly measure the effective of the process.

Ms. Downey expressed the opinion that the interface with the customer needs significant overhauling. She stated that she had submitted three different PSR, one being a commendation in which no response was received, and a letter indicating that the two others had been referred but no response as to the outcome of the PSRs was received.

Mr. Murphy expressed the view that the total number of PSRs was difficult to extrapolate accurate service quality information. **He suggested that PSRs should categorized in detailed the type of complaint.** Ms. Travis-Allan commented that detailed information is captured during the intake process and is not a part of the Service Standard Report. Once the Trapeze Software is installed such a detailed report would be more easily produced.

The Chair asked that Ms. Travis-Allan provide the Council Secretary a breakdown of PSRs by category that corresponds to the numbers reflected in the FY2003 and FY2004 1st Quarter Service Standards.

The Chair stated that it had been agreed that Ms. Travis-Allan would attend the Committee's meeting or provide a report that analyzed the PSR numbers.

Mr. Murphy moved the following motion, which was seconded by Sue Cauthen:

Motion c: Whereas the total number of Passenger Service Reports received does not appear to collated to service quality, the MTA CAC recommends the total number of PSRs not be made a

Service Standard Goal for Muni. The MTA CAC recommends the speed of PSR resolution continue to be part of Muni's Service Standards. The MTA CAC further recommends that PSRs be narrowly categorized so that major changes in the types of PSRs received can easily be tracked.

Motion c unanimously passed.

(Sue Cauthen, Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**).

The Chair called for discussion of Agenda Items 7, 8, and 9.

8. **Department of Parking and Traffic (DPT) Incorporate City & County of San Francisco Transit First Policy** (Agenda Item 7 – Discussion/Action). Jack Fleck (Senior Transportation Engineer/Planning Manager, DPT Engineering) distributed to the Committee an informational sheet that consisted of the City's Transit-First Policy and outlined significant points in understanding the policy (attachment).

Mr. Fleck stated that the number one goal of the Transit-First Policy is the safe and efficient movement of people and good with an awareness of environmental impact. All modes of transit, including pedestrian, bicycles, automobile, and trucks, are a part of the transit policy and a balancing act exist in meeting all transit needs. He commented that parking policies are also included in the policy, as well as new transportation investment, regional public transportation and innovative solutions to meet public transportation needs.

Citing the Third Street Light Rail Project, a discussion of current traffic, LRV and bus priority signalizations pilot programs, emitters operations, identification of transit vehicles using electronic equipment, and the impact signal prioritization would have on headway requirements took place.

Ms. Downey expressed the following view citing instances of DPT having not considered the Transit First Policy by commenting that:

- It has been noticed that DPT Parking Control Officers (PCOs) assigned traffic control along Van Ness Avenue and Grove Street often direct traffic to transit through the intersection when pedestrians signal lights authorizes pedestrians crossing. Mr. Fleck responded that PCOs are instructed not to go against the signal.
- DPT's response concerning the 39-Coit addressed parking concerns but failed to address improving the 39-Coit service.
- Having attending the DPT public hearing concerning consolidating Muni stops along Carl Street, some attendees expressed dissatisfaction regarding the Hearing Officer's recommendation of not consolidating the stops. **She**

suggested that Hearing Officers should receive training in understanding the Transit First Policy.

- Her review of DPT's budget revealed the mission statement does not address transit first.

Ms. Cauthen asked for Mr. Fleck to address parking policy for areas well served for public transit.

Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units (Agenda Item 8 – Discussion/Action). Mr. Fleck commented that Ms. Cauthen's concerns lead into the discussion of Agenda Item 8. He stated that usually one parking space per unit is constructed when residential housing and apartment buildings are built. He commented on the City Planner's new proposal that would reduce the required number of parking spaces for such buildings and citizens concern as to the possible negative impact reducing the number of off-street parking would have on street parking in the area. He explained that an approach to address concerns regarding the new proposal would be to not allow occupants of buildings with reduced parking to be issued RPP stickers.

Mr. Fleck explained how parking enforcement would be effected in relation to RPP boundary identifications. He gave the Committee an overview as to how RPP areas are legislated through the identification of eligible and non-eligible addresses. He commented that the Board of Supervisors legislates changes to the eligible address database.

Mr. Rolfe expressed the opinion that automobile ownership in San Francisco is not as pervasive as some would think. He stated that census data shows that 29% of the households in San Francisco do not own automobiles and among renters 38% do not own automobiles. He commented that different parts of the City could have up to 75% of households that do not own automobiles.

Ms. Downey suggested that before a construction permit is issued for building housing with reduced parking spaces, construction permit issuance should be contingent upon establishing RPP boundary identifications.

Mr. Rolfe suggested that RPP fees should be increased exponentially to the number of automobiles at a single address.

Mr. Fleck explained that the RPP fees are based on the cost to administer the program otherwise the cost would be considered a tax.

Mr. Murphy suggested that the issuance of RPPs should be restricted to the number of licensed drivers residing at a particular address.

Ms. Cauthen suggested that a distinction should be made between areas that are well serviced by public transit and areas that are not.

The Chair asked the Committee to return to discussion of Agenda Item 7.

Mr. Murphy expressed the view that the Transit First Policy establishes a vision as to how the parts of the (transit) system come together, as well as, provides guidance for policymakers who are confronted having to balance one set of interest against another.

Mr. Fleck commented that other City Departments need to become involved in the implementation of the Transit First Policy.

The Chair called for the Motion before the Committee as follows:

Motion d: The MTA CAC recommends that the Department of Parking and Traffic (DPT) incorporate the Transit First Policy into their mission statement, and urges them to develop a plan to incorporate it into the policies and procedures the Department creates and implements.

Ms. Cauthen suggested that Motion d include the statement "additionally urges meetings among each Department Heads or their representative to perpetrate these policies."

Mr. Murphy amended Motion d, which was seconded by Ms. Cauthen as follows:

Amended Motion d: The MTA CAC recommends that the Department of Parking and Traffic (DPT) incorporate the Transit First Policy into their mission statement, and urges them to develop a plan to incorporate it into the policies and procedures the Department creates and implements. The MTA CAC further recommends joint meetings with City Department Heads for the purpose of discussing and perpetrating the Charter's Transit First Policy.

Noting no further discussion on the Amended Motion d, the Chair called for a vote.

The Amended Motion d unanimously passed.

(Sue Cauthen, Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**).

The Chair directed the Secretary to forward the Amended Motion to Gerald Norman (Executive Director, DPT) prior to the Council's consideration.

Mr. Murphy stated as Council Chair, once the Council adopts the motion as a recommendation; he would have a discussion with Mr. Norman to communicate the Committee's concerns.

Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 9 – Discussion/Action). Mr. Fleck distributed to the Committee a listing of the recommendations identifying those items DPT had a responsibility in addressing (attachment). He stated that the items identified with the annotation "DSM" would be calendared for the joint Muni/DPT Committee, Downtown Street Management. Mr. Fleck commented that many of the items concern transit signal priority and it is hoped that the recommendation could be implemented as Proposition K is developed.

The Chair requested that Mr. Fleck address the Committee regarding the recommendations following the DSM meeting.

The Chair extended her thanks to Mr. Fleck for attending the meeting.

9. Committee Members' Questions/Information Request (Agenda Item 11 – Discussion/Action).

Mr. Rolfe – Requested that the Chair contact Mr. Eric Carlson and inquire about his possibly observing Cable Cars waiting at California Street and Van Ness Avenue as opposed to Drumm Street before beginning inbound trips.

10. Schedule Upcoming Meetings and Agenda Items (Agenda Item 12 – Discussion/Action). The Chair stated that the Committee would discuss Service Standards at its next meeting. The Committee might have follow-up on the 39-Coit Service Improvement and PSRs along with other follow-ups as normal.

The Chair stated that the Committee would hold its next meeting on February 23, 2003 at 3:00pm, 401 Van Ness Avenue, Room 334 (Conference Room 335).

11. Adjournment (Agenda Item 13). The Chair adjourned the meeting at 5:23pm.

Attachments:

Agenda Item 4:

SF Municipal Railway Bulletin (To Muni Operations Professionals [Bulletin Number 04-xxx])

Agenda Item 6:

San Francisco Municipal Railway Department – First Quarter Service Standards FY 2003 (Page 15 – MTAB Board Meeting-November 19,2002 – 1st Quarter FY2003)

San Francisco Municipal Railway Department – FY2004 1st Q Service Standards (Page 15 – MTAB Board Meeting –December 2, 2003)

Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)
Final Minutes of Regular Meeting, Monday, January 26, 2004

Agenda Item 7:
Transit-First Policy (SEC. 16.102)

Agenda Item 9:
RESCUE Muni file (1/26/2004)

Agenda Item 10:
Draft letter to Paul Scott (President, Telegraph Hill Dwellers)
Bill Seelinger (Telegraph Hill Dwellers) email of January 25, 2004



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

[former Service, Reliability and Quality Committee (SRQC)]

**Notice of Cancellation of Regular Meeting
for**

**Monday, February 16, 2004 at 3:00pm
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

and

**Rescheduled Regular Meeting and Agenda
for**

**Monday, February 23, 2004 at 3:00 pm
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

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(No Agenda was posted for the regular meeting of the OCSC for Monday, February 16, 2004)

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Emily Drennen, Steve Ferrario, Ellen Hayes, Bruce Oka,
Cesar Perez, Linton Stables (Member Emeritus), Dorris Vincent, Dan Weaver
(2 Vacancies)

Notes:

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Members of the Citizens' Advisory Council who are not members of the OCSC may attend Committee meeting.

In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

The MTA CAC may be contacted as follows:

**Municipal Transportation Agency Citizens' Advisory Council
401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524
(415) 554-6873 FAX (415) 554-4103**



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This meeting will be held in Room 334 (Conference Room 335) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor, make a left, and enter through Room 334. The conference room is down the inner hallway and on your left.

The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus lines nearest the meeting location are the 47 Van Ness, 49 Mission-Van Ness and 5 Fulton. The closest MUNI Metro stop is the Van Ness Muni Station, where one can transfer to a 47 Van Ness or 49 Mission-Van Ness bus. For more information about Muni accessible services, call (415) 923-6142.

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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Rescheduled Regular Meeting
Monday, February 23, 2004 at 3:00pm
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of January 26, 2004 [Attachment] (Discussion/ Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:12
5.	Service Standards – Plan for Meeting Proposition E Standards and Removal of 10% Reduction in Passenger Service Report (PSR) [Attachment] (Discussion/Action) Deborah Denison (Superintendent Performance Monitoring and Analysis) Diana Hammons (Director, Government Relations and Public Affairs [DPT])	3:15
6.	Double-Parking of Automobiles Along Transit Corridors (Discussion/Action) Marie Holland (Assistant Director, Enforcement [DPT])	3:40
7.	Review of Department of Parking & Traffic (DPT) Response to MTA CAC Recommendation that DPT Consider Combining the 587/588, Residential Parking Permit and General Enforcement Groups [Attachment] (Discussion/Action)	4:00
8.	Passenger Service Report (PSR) Follow-up (Discussion/Action)	4:20
9.	Rescue Muni J, L, M & N Lines Recommendations Follow-up [Attachment] (Discussion/Action)	4:30
10.	39-Coit Service Improvement Follow-up [Attachment] (Discussion/Action)	4:40
11.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
12.	Schedule Upcoming Meetings and Agenda Items (Discussion/ Action) Next regular meeting: Monday, March 15, 2004, 401 Van Ness, Room 334 (Conference Room 335), 3:00 p.m.	4:55
13.	Adjournment	5:00

Attachments:

Agenda Item 2 – OCSC Draft Minutes of January 26, 2004

Agenda Item 5 – San Francisco Municipal Railway Department – FY2004 Service Standards
(FY2004 2nd Service Standards)

Agenda Item 7 – Daniel Murphy (Chair, MTA CAC) ltr dtd November 17, 2003
Michael Burns (Executive Director, MTA CAC) ltr dtd January 12, 2004

Agenda Item 9 – Rescue Muni J, L, M & N Lines Recommendations Follow-up (Jack Fleck,
Senior Transportation Engineer/Planning Manager [DPT])

Agenda Item 10 – 39-Coit Service Improvement Follow-up (Tom Folks, Traffic Engineer [DPT])

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Referred Item to Committee Pending:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Follow-up Items:

- 39-Coit Service Improvement.
- Passenger Service Report (PSR).
- Rescue Muni J, L, M & N Lines Recommendations.
- Wayside Fare Collection Working Group (WAFER).
- Fare Gate Transition and Subway Change Machines.
- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy.
- Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units.

Quarterly Update: Cable Car.



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Operations & Customer Service Committee (OCSC)

FINAL MINUTES

of

Rescheduled Regular Meeting

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Monday, February 23, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA

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1. **Call to Order/Roll Call** (Agenda Item 1). The rescheduled regular meeting of the Municipal Transportation Agency (MTA), Citizens' Advisory Council (CAC), Operations & Customer Service Committee (OCSC) was called to order at 3:08 p.m. Joan Downey (Chair) presided. A quorum was present including the following:

Committee Members Present at Roll Call: Joan Downey (Chair), Daniel Murphy, Norman Rolfe (departed 4:59 p.m.)

Committee Members Not Present at Roll Call: Sue Cauthen (arrived 3:10 p.m./departed at 4:40 p.m.)

Council Members Present: Bruce Oka.

Community Representatives Present: Rosie West (Rescue Muni).

Municipal Transportation Agency (MTA) (Municipal Railway [Muni]) Staff Present: Deborah Denison (Superintendent Performance Monitoring and Analysis), Vincent Dunlap (MTA CAC Secretary).

Municipal Transportation Agency (MTA) (Department of Parking & Traffic [DPT] Staff Present: Diana Hammons (Director, Government Relations and Public Affairs), Marie Holland (Assistant Director, Enforcement), Nancy Amayan (Dispatch Supervisor, Enforcement Operations).

2. **Adopt Minutes of January 26, 2004** (Agenda Item 2 – Discussion/Action). The Committee dispensed with the readings of the minutes. Both Ms. Downey and Mr. Rolfe submitted minor changes to the minutes and the Secretary stated that changes would be incorporated into the final minutes.

Mr. Murphy moved the following motion, which was seconded by Mr. Rolfe:

Motion to Adopt Minutes: The OCSC adopts minutes of January 23, 2004 with changes as submitted.



The Motion to adopt passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

3. **Public Comment** (Agenda Item 3). Martin MacIntyre commented that many of the residents in and around the University of San Francisco, including himself, have had difficulty entering and exiting their driveways for six years. Mr. MacIntyre explained that many of the driveways have "red" driveway parking restriction markings on each side of the driveway entrance, but students are ignoring the restriction markings as a result of having a \$300 per month parking fee budget. He commented that because driveway complaints must be registered with the Department of Parking and Traffic (DPT) before citations are issued and citations are annotated with the phrase "by complaint" with the complainants residential addresses, recipients of driveway parking citations are made aware of the identity of the complainant and retaliation occurs, i.e., bricks thrown through residents' window and residents having been physically attacked by the violators who are often university students.

He commented that the system of "Citation by Complaint" instead of "Citation by Sight" is a dangerous system. He remarked that the law says that every red zone should be ticketed and that it is not being done because residents complain even when tickets are issued to them for violating the red zone in front of there own homes.

Mr. MacIntyre commented that the choice residents have to decide is to have access to their driveways or not be ticketed for violating the red zone outside their driveways.

He presented the Committee with a proposed alternative and excerpts from Department of Motor Vehicle (DMV) and San Francisco Traffic Codes (attachments). Mr. MacIntyre explained that the proposal basically recommends that if a vehicle has a Residential Parking Permit (RPP) the vehicle should not be cited and all other vehicles in violation should be cited.

The Chair stated that Mr. MacIntyre's proposal would be calendared for the Committee's next meeting (March 15th) and appropriate staff would be requested.

Mr. Murphy commented that the Council has been particularly interested in sidewalk-parking violations and prefers in general a broader "Citation on Sight" rather than "Citation by Complaint" enforcement policy and is interested in such enforcement concerns. He remarked that the Council desires to see DPT's enforcement being done more by area than by complaint type.

Rosie West (Rescue Muni) commented that she also experience the problem of automobiles obstructing her residential driveway.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair commented that there were items the Committee had discussed that were not action items or a specific motions that the Committee had not following through on. **The Chair stated that she would review previous Committee minutes to develop motions regarding suggested recommendations that were not acted on by the Committee, and would calendar motions for the Committee's consideration.**

Mr. Murphy stated that he might draft a recommendation (motion) for the Committee to consider regarding Residential Parking Permit (RPP) – that the number of RPPs be limited to the number of licensed drivers' per address.

The Chair asked the Secretary to calendar an item for the next Committee's meeting on Residential Parking Permit (RPP).

Mr. Murphy asked Diana Hammons (Director, Government Relations and Public Affairs [DPT]) to explain the process regarding a RPP border change. Ms. Hammons stated that all the requirements for excluding or extending an existing area are under the traffic code. To extend an existing area, over 50% of the residents on that particular block would have to submit a petition to DPT. DPT's Engineering Division would then survey the area and if the parking behavior was over 90% full the area qualifies for the resolution permit. A public hearings process along with MTAB consideration and approval by the Board of Supervisors would follow the survey process. She commented that exclusion would not be permanent unless it was included in the traffic code.

Mr. Murphy stated that he would draft a recommendation (motion) regarding Ms. Downey's concerns regarding excluding or extending a RPP area.

Mr. Rolfe commented that during the Committee's last meeting he raised the issues of increasing RPP fees and a response was provided that the fees are not to exceed administrative cost. **He suggested that a request be submitted to the City Attorney inquiring into this matter.**

Ms. Downey commented that the request should include the question, "Can PCO salaries for enforcing RPP be counted as part of the RPP fee?"

5. **Service Standards – Plan for Meeting Proposition E Standards and Removal of 10% Reduction in Passenger Service Report (PSR)** (Agenda Item 5 - Discussion/ Action).

Municipal Railway (Muni) Service Standards

Deborah Denison (Superintendent Performance Monitoring and Analysis) stated that her purpose in addressing the Committee was to ask the MTA CAC to submit annual recommended changes to the Service Standards. Ms. Denison asked the Chair to elaborate on the Committee's recommendation that had been submitted to the Council for approval regarding the removal of the 10% reduction in PSR.

Mr. Murphy commented that the number of PSRs when tracked to various measurements of service outcome, such as reliability, the number of PSRs do not relate very closely to service outcomes. He stated that the Committee and the Council still desires to see a target for the speed of PSR resolution, but the total number was affected by numerous known meaningful variables.

Ms. Downey commented that once Muni improves its response to complainants with a resolution, riders would feel more connected to the whole process and might submit more PSR complaints.

Ms. Denison stated that in terms of the 10% reduction it was added as a target element for PSRs. She stated that a spike in PSRs was seen one the on-line submission process was initiated. She commented that the 10% reduction requirement for every year was not really providing an accurate measurement.

Committee Members discussed phone response time and expressed the opinion that phone response time should not be included as a service standard.

Ms. Downey reiterated the Council's recommendation that passengers have one place to call Muni instead of using a separate number for submitting PSR complaints.

Ms. Denison stated that staff desired to receive the Council's recommendations regarding the Service Standards by April 16th and standards would be submitted to the MTAB for approval on May 4th.

Responding to Ms. Downey's question why the 37-Corbett was measured in the October-December 2003 Pass-ups and how service lines were selected, Ms. Denison explained that normally the five lines that have had heavy load factors or numerous complaints were selected. Ms. Downey suggested that the reason a line should be selected would be due the number of complaints because of Pass-ups not the number of No-shows. Ms. Denison explained that No-shows were considered a Pass-up as well.

Service Standard 4a:

Ms. Downey suggested regarding Service Standard 4a, the wording should be changed taking in consideration the impact of No-shows that occur on a service line such as the 37-Corbett.

Ms. Downey expressed concern as to why the 37-Corbett was selected. **Ms. Denison stated that she would provide the Committee an explanation as to why the 37-Corbett was selected.**

Service Standard 2a and 3a:

Ms. Downey commented that she has always had concerns regarding had this standard was presented and suggested that it should be removed.

Ms. Denison stated that the standard concerning operators, and equipment and operator availability missed, and achieved service was straight from the language of Proposition E. Muni was required to measure those standards that were presented as one being the inverse of the other. She explained that the standard could be removed by changing the language in the Charter. Ms. Denison commented that the standard shows two different ways of interpreting how much service was achieved verses how much service was missed and Muni's goals of 1.5 or 98.5.

Ms. Downey suggested that the Service Standard 2a should remain and Service Standard 3a should be removed as part of the standards.

Ms. Downey inquired about the Committee's previous motion regarding an explanation being included in the standards when something was way out of line, a significant improvement occurred or something had changed since the previous standard. Ms. Denison stated that she was currently writing the explanations for the second quarter.

Mr. Murphy suggested that major changes in the standards should be reflected on a single summary page.

Ms. Downey inquired as to Muni's plans to bring service up to the standards. Ms. Denison stated that one of Muni's main areas of concern was On-time Performance. The goal of 85% On-time Performance by June 30, 2004 does not appear attainable in that Muni is currently at 68%. She commented on a management hire gap of the Deputy General Manager of Transportation position and the impact the vacancy has had. Ms. Denison stated that vehicles leaving early have been reduced but it has been noticed that vehicles are arriving late. The goal of the new Deputy General Manager of Transportation, Wilson Johnson, would be to focus on improving On-time performance.

Ms. Cauthen commented that the 39-Coit On-time Performance was very erratic. Responding to Ms. Cauthen request for receiving raw data on the 39-Coit On-time Performance, Ms. Denison stated that when the Committee formulizes it recommendations, Susan Chelone (Transit Planner/Analyst (Schedule [Muni])) could attend and provide the requested information.

The Chair suggested that Ms. Cauthen contact the Council Secretary to enlist assistance in obtaining the 39-Coit On-time Performance data.

The Chair extended her thanks to Ms. Denison for briefing the Committee.

The Chair stated that the Committee would review Muni's Service Standards during its next meeting.

Department of Parking & Traffic (DPT) Service Standards

Diana Hammons (Director, Government Relations and Public Affairs) stated that at the request of Michael Burns (Executive Director, MTA) and about six months ago, the Department was directed to review existing performance measures and include them as a requirement in each fiscal year budget. She explained that the process was a new procedure for the Department and pointed out that the draft DPT 2004 2nd Quarter Service Standards (attachment to Agenda Item 5) was the result of the review.

Ms. Hammons provided the Committee an overview of the draft service standard and explained that the standards were selected based on the Department's current ability to actually conduct measurements with available system resources.

Comments and suggestions regarding DPT's draft FY2004 Service Standards were as follows:

a - Traffic Engineering Requests and Maintenance (Service Standards)

1a - Request for changes to traffic or parking controls from the public and 2a – Colored curb applications

Responding to Ms. Downey inquiry as to how residents contact DPT regarding any complaint the Department could address, Mr. Murphy stated that there is a basic number, 553-1200, that residents use regarding enforcement concerns. Ms. Hammons stated that there is a phone system that directs residents to the two departmental operators.

Ms. Downey suggested that a specific system for registering complaints similar to Muni's Passenger Service Report (PSR) process should be developed, i.e., on-line or by phone.

Ms. Hammons commented that she was familiar with the process but DPT currently does not have staffing resources.

3a – Parking meter repair

Ms. Downey suggested that if DPT is unable to respond to a parking meter repair within 48 hours, a response should be sent within the 48-hour period to the customer who reported the needed repair stating, "the repair cannot

be completed immediately and an estimated time for the repair should be provided."

4a – Hazardous traffic sign conditions and 5a Hazardous traffic signal conditions

Ms. Downey expressed concern regarding a tree obstructing a stop sign at Arguello Boulevard and Carl Street.

Ms. Hammons explained that DPT notifies the Department of Public Works (DPW) when pruning complaints are received, and has no control regarding DPW's or any other department's response to complete requested. She stated that the measurement was for missing signs or signs that were causing a hazard.

6a – Traffic lane line maintenance

Mr. Rolfe inquired as to who was responsible for maintenance of traffic lane lines on streets that are actually State Highways, such as Van Ness Avenue. Ms. Hammons replied that traffic signals were a shared responsibility, CalTrans responsible for the throughways and DPT for the passing crossways. **She stated that she would provide a response to Mr. Rolfe's inquiry.**

Ms. Downey inquired about the complaint process regarding traffic lane line maintenance. Ms. Hammons stated that complaints are forwarded to the DPT's Traffic Engineering Division for response and becomes a part of the Division's survey for evaluating standards for wear and tear.

b - Customer Service

Ms. Downey suggested that the length of time for removal of driveway parking violations should be included as a Service Standard.

Nancy Amayan (Dispatch Supervisor, Enforcement Operations) commented that the Department's goal was to meet all driveway tows within approximately 35-40 minutes on average for peak hours taking in account a variance for staffing levels. Ms. Amayan stated that during off-peak (6pm to 12midnight and weekends throughout the day from 6am to 12midnight) response time slightly increases. She explained that the 30-40 minutes time was for the PCO time to arrive at the location and an additional separate measurement of time occurs for ordering the tow truck and the tow truck's response time. She commented that Thursday, Friday and Saturdays nights are heavy parking turnover periods because of social events, i.e., people frequenting clubs, restaurants etc., in the city.

Ms. Hammons commented on changes in the tow truck contract regarding response time and penalties imposed on the contracted towing company when failing to respond within a specific amount of time. She stated that that the towing response would be included in the Service Standards measurements.

Ms. Amayan explained that the tow contract would have real-time tracking, communications with the tow truck operator, and other improvements.

Ms. Downey suggested that once the new towing contract has been implemented, one of the Service Standards should include real-time tracking of towing response.

Responding to Ms. Downey's observation of a PCO waiting for a tow truck to arrive, Ms. Amayan stated that if it is geographically feasible for a PCO to respond to another complaint, the PCO could be directed to handle both complaints simultaneously. Ms. Hammons commented that a PCO must be present to authorize the tow at the time the towing vehicle arrived.

1b – Abandoned automobile reports

Mr. Murphy inquired as to how DPT prioritize and differentiate vehicles parked over 72 hours and vehicles that are truly abandoned. Ms. Hammonds stated that if a vehicle was inoperable, i.e., parts and tires missing or registration was more than six months and a day; the vehicle would be towed immediately.

2b – Citations and Residential Parking Permits

Ms. Hammons stated that there was no previous concrete measurement and often managers provided estimates. She stated that a management review was currently underway and it was expected that measures should be in place at the beginning of next quarter.

Mr. Murphy commented that the Service Standards did not include any measurements of enforcement effectiveness concerning the time for enforcing sidewalk-parking complaints and the percentage of time regarding certain violations, which were outcomes that were worth measuring.

Ms. Downey inquired about pedestrian safety - if the number of fatalities that occur within a year, could be included? Mr. Murphy commented that DPT has the most direct responsibility over pedestrian fatalities and injury prevention.

Mr. Murphy moved the following motions, which were seconded by Mr. Rolfe:

Motion a: The MTA CAC recommends that DPT's service standards include measures of enforcement effectiveness, such as average time of response to citizen requests for enforcement, and percentage of violations ticketed by violation type, as well as average time of response (measured as time from customer phone call to actual vehicle removal) to requests for driveway tows.

Motion b: The MTA CAC recommends that the number of annual pedestrian fatalities be included in DPT's service standards.

Motions a and b passed unanimously.

(Sue Cauthen, Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**).

6. **Double-Parking of Automobiles Along Transit Corridors** (Agenda Item 6 – Discussion/Action). The Chair commented that in the past two years, (citing) double-parking of automobiles along transit corridors was instituted. The Chair inquired into the effectiveness of the program, if the number of citations had been reduced, and was it worth adding more transit corridors to the program.

Marie Holland (Assistant Director, Enforcement [DPT]) remarked that statistics regarding all the transit corridors was not available since the Committee originally asked about the impact of double-parking of automobiles along 24th Street. Ms. Holland stated that from September 19, 2003 to date, for Mission from Duboce to Cesar Chavez Streets, DPT issued 488 double-parking citations.

Responding to the Chair's question regarding the effectiveness of double-parking/double fine and especially along 24th Street, Ms. Holland stated that double-parking/double fine citations statistics were minimal. The reason could be that Parking Control Officers (PCO) might be citing vehicles for the regular double-parking code. A review of each street where the double-parking/double fines are in effect would have to be done to determine the number of citations issued in a specific period of time. She explained that Mission Street and other streets have a high citing of double-parking, but 24th Streets issuance of double-parking/double fine citations showed no substantial increase.

Ms. Downey commented that there are large numbers of double parker in the area of Cole Street as well and along the other transit corridors discussed. **She suggested that PCOs should become more aware of double-parking along transit corridors and should receive training regarding issuing the appropriate citation to violators.**

Responding to Mr. Murphy's inquiry regarding how reports were generated within the Department, Ms. Hammond explained that because of having a mainframe type system, it was very time consuming to produce reports. The Department produces a monthly citation report by type but not by address/location and more specific reports would have to be contracted through a vendor. She stated that DPT is in the process of developing a Request for Proposal (RFP) for its reports generation contract that would expire at the end of the year.

7. **Review of Department of Parking & Traffic (DPT) Response to MTA CAC Recommendation that DPT Consider Combining the 587/588, Residential Parking Permit and General Enforcement Groups** (Agenda Item 7 - Discussion/Action). The Chair stated that the response was a little confusing in that in one

paragraph the letter stated that "based upon these functional differences, staff believes that concentrating patrol and enforcement duties in the established manner results in greater operational efficiencies that would be lost if these details were combined", but the following paragraph states that "DPT is working diligently to identify grant funds to pay for formalized analysis".

Mr. Murphy commented that he had discussed the response with Michael Burns (Executive Director, MTA) and the indication was that a restructure within DPT was forthcoming in the coming year.

The Chair asked for Ms. Holland's opinion if a restructuring within DPT was needed. Ms. Holland commented that in some way a restructuring was needed regarding redeployment. She stated that PCOs assignments were by zones, signage, and violation, and depending on directions PCOs were not directed to cite every type of violations that could occur in an assigned area. Ms. Holland commented that PCOs were to enforce violations within their assigned areas and through retraining DPT would achieve this goal.

Ms. Downey commented that enforcement had improved in her residential area.

8. Passenger Service Report (PSR) Follow-up (Agenda Item 8 – Discussion/Action). The Chair reported that she attended a meeting of the PSR Task Force where she gave comment that the Task Force's focus appeared to be on operator related PSRs. Ms. Downey stated that she asked the Task Force to develop a process to track bus routes with too wide a headway and maintenance issues. She commented that the Task Force was scheduled to meet the first Wednesday of every month at 10:00pm.

9. Rescue Muni J, L, M & N Liens Recommendations Follow-up (Agenda Item 9 – Discussion/Action). The Chair commented that an update regarding the Willard Street stop consolidation was provided to the Council and Jack Fleck (Senior Transportation Engineer/Planning Manager, DPT Engineering) should be asked to attend the Committee's next meeting to provide an update.

10. 39-Coit Service Improvement Follow-up (Agenda Item 10 – Discussion/Action). Ms. Cauthen stated that the Telegraph Hill Dwellers' Parking and Traffic Committee reviewed way to make the community planned meeting as comprehensive as possible. She stated that a vehicle turning radius test was to be scheduled with Tom Folks (Traffic Engineer [DPT]) and Joyce Garay (Superintendent, Street Operations [Muni]).

Ms. Cauthen departed at 4:40p.m.

11. Committee Members' Questions/Information Requests (Agenda Item 12 – Discussion/Action). Committee Members submitted no questions/information requests.

12. Schedule Upcoming Meetings and Agenda Items (Agenda Item 12 – Discussion/Action). **Mr. Murphy suggested that the Committee should schedule:**

- **Discussions on how abandoned vehicles are handled.**
- **A briefing on the Mayor's City Stats Program as it applies to the collection of information concerning both Muni and DPT.**

The Chair stated that the following topics would be scheduled for the Committee's next meeting:

- **Driveway Parking Violation Enforcement.**
- **39-Coit Service Improvement Follow-up.**
- **Residential Parking Permits (RPP).**

Mr. Rolfe departed at 4:59 p.m.

13. Adjournment (Agenda Item 13). The Chair adjourned the meeting at 5:00 p.m.

Attachments:

Agenda Item 3 -
Safe Access to Driveways (Martin MacIntyre)

DMV Codes Pertaining to Driveway Access



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)
[former Service, Reliability and Quality Committee (SRQC)]

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**Notice of Regular Meeting and Agenda
for**

**Monday, March 15, 2004 at 3:00 pm
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Emily Drennen, Steve Ferrario, Ellen Hayes,
Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(2 Vacancies)

Notes:

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Members of the Citizens' Advisory Council who are not members of the OCSC may attend Committee meeting.

In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

The MTA CAC may be contacted as follows:

**Municipal Transportation Agency Citizens' Advisory Council
401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524
☎(415) 554-6873 FAX (415) 554-4103**



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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Regular Meeting
Monday, March 15, 2004 at 3:00pm
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of February 23, 2004 [Attachment] (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:12
5.	Driveway Parking Violation Enforcement [Attachment] (Discussion/Action). Diana Hammons (Director, Government Relations and Public Affairs [DPT])	3:15
6.	Double-Parking of Automobiles Along Transit Corridors (Discussion/Action) Motion: The MTA CAC recommends that the Department of Parking and Traffic (DPT) begin training Parking Control Officers (PCOs) to issue double parking/double fine citations and measure the effectiveness of the program.	3:35
7.	Residential Parking Permits (RPP) (Discussion/Action)	3:40
8.	Rescue Muni J, L, M & N Lines Recommendations Follow-up [Attachment] (Discussion/Action)	3:50
9.	Affects of Closure of the Golden Gate Park Music Concourse on the 44-O'Shaughnessy [Attachment] (Discussion/Action).	4:10
10.	Improved Communications between Muni and Passengers [Attachment] (Discussion/Action).	4:15
11.	Department of Parking & Traffic (DPT) Service Standards (Discussion/Action) Motion: The MTA CAC recommends that sidewalk parking response time be added to the Department of Parking & Traffic (DPT) Service Standards.	4:25
12.	Review of Department of Parking & Traffic (DPT) Response to MTA CAC Recommendation that DPT Consider Combining the 587/588, Residential Parking Permit and General Enforcement Groups. [Attachment] (Discussion/Action)	4:30

13.	39-Coit Service Improvement Follow-up (Discussion/Action)	4:35
14.	Committee Members' Questions/Information Requests (Discussion/Action)	4:45
15.	Schedule Upcoming Meetings and Agenda Items (Discussion/Action) Next regular meeting: Monday, April 19, 2004, 401 Van Ness, Room 334 (Conference Room 335), 3:00 p.m.	4:50
16.	Adjournment	5:00

Attachments:

Agenda Item 2 –

OCSC Draft Minutes of February 23, 2004

Agenda Item 5 –

Safe Access to Driveways Proposal (Mr. Martin MacIntyre)

Driveway Access – DMV Codes Pertaining Thereof:

Agenda Item 8 –

Rescue Muni Recommendations Worksheet (Jack Fleck (Senior Transportation Engineer/Planning Manager, DPT Engineering)

Agenda Item 9 –

Joyce Garay (Superintendent, Street Operations [Muni]) email of March 2, 2004

Joe Speaks (Senior Administrative Analyst [Muni]) email of March 12, 2004

Agenda Item 10 –

Rescue Muni Communications Recommendations

Agenda Item 12 –

Michael Burns (Executive Director, MTA CAC) letter of January 12, 2004

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Referred Item to Committee Pending:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Tentative Topics for April 19, 2004 Meeting:

Municipal Railway (Muni) Service Standards.

Department of Parking and Traffic (DPT) Service Standards.

Follow-up Items:

- Affects of Closure of the Golden Gate Park Music Concourse on the 44-O'Shaughnessy.
- 39-Coit Service Improvement.
- Passenger Service Report (PSR).
- Rescue Muni J, L, M & N Lines Recommendations.
- Wayside Fare Collection Working Group (WAFER).
- Fare Gate Transition and Subway Change Machines.
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups.
- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy.
- Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units.
- Muni's Plans for Meeting Service Standards Goals.

Quarterly Update: Cable Car.



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Operations & Customer Service Committee (OCSC)

**FINAL MINUTES
of
Regular Meeting**

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Monday, March 15, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA

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1. **Call to Order/Roll Call** (Agenda Item 1). The regular meeting of the Municipal Transportation Agency (MTA), Citizens' Advisory Council (CAC), Operations & Customer Service Committee (OCSC) was called to order at 3:12 pm. Joan Downey (Chair) presided. A quorum was present including the following:

Committee Members Present at Roll Call: Joan Downey (Chair), Daniel Murphy, Norman Rolfe.

Committee Members Absent: Sue Cauthen.

Council Members Present: Bruce Oka, Emily Drennen (arrived at 4:40pm).

Community Representatives Present: Rosie West (Rescue Muni), Jeremy Nelson (Transportation for Livable City).

MTA - Municipal Railway (Muni) Staff Present: Vincent Dunlap (MTA CAC Secretary).

MTA - Department of Parking & Traffic (DPT) Staff Present: Diana Hammons (Director, Government Relations and Public Affairs), Lorraine Fuqua (DPT MTA CAC Liaison).

2. **Adopt Minutes of February 23, 2004** (Agenda Item 2 – Discussion/Action). The Committee dispensed with the readings of the minutes. Ms. Downey submitted minor changes to the minutes and the Secretary stated that changes would be incorporated into the final minutes.

Mr. Murphy moved the following motion, which was seconded by Mr. Rolfe:

Motion to Adopt Minutes: The OCSC adopts minutes of February 23, 2004 with changes as submitted.

The Motion to adopt passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).



3. **Public Comment** (Agenda Item 3). No public comment was given at this time.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair stated that she had not reviewed previous Committee minutes for the purpose of drafting recommendations (motions) regarding suggestions that were not acted on by the Committee. She commented that recommendations (motions) would be forthcoming.

Mr. Murphy commented that he had attended the Wayside Fare Collection Working Group (WAFER) meeting. He explained that WAFER was drafting the specifications for a Request for Proposal (RFP) concerning the new fare collection system (fare gates and ticket machines) under consideration for all Muni stations. He stated that the following was being considered:

- A barrier entry/exit system. (But not necessarily a turnstile type).
- Some fare instrument changes. (Issuance of ballpark roundtrip tickets and the questionable continued use of transfers once transfers functionality was incorporated into TransLink).
- Specific TransLink only gates at certain stations locations. (To expedite rush hour commuter use).
- Fare gates would no longer accept cash. (Patrons would purchase tickets, i.e., magnetic cards, from vending machines).

He stated that he advised WAFER members that the Council expects to be involved before any final proposal was completed. Mr. Murphy stated that he would attend future meeting and would indicate appropriate Council involvement regarding users interface concerns.

Mr. Murphy informed the Committee that during the WAFER meeting a discussion took place about installing Americans with Disability Act (ADA) accessible gate at all Metro Stations secondary fare gate arrays. **Mr. Murphy suggested that the Committee should consider developing a recommendation (motion) in support of installing an ADA accessible fare gate at all Metro Stations secondary fare gate arrays.**

5. **Driveway-Parking Violation Enforcement** (Agenda Item 5 – Discussion/Action). The Chair asked Martin MacIntyre (a member of the public) to provide comment. Dr. MacIntyre distributed to the Committee information from a survey of residents of the University Terrace Community's regarding their concerns about driveway parking violations and the lack of enforcement (attachment). He remarked that many of the residents in and around the University of San Francisco (USF) campus, as well as other locations throughout the City, were having difficulty entering and exiting their driveways due to driveway parking violations. He stated that the problem stemmed from parked vehicles encroaching on the driveways' red zone.

Vehicles were parking in such a manner causing partial obstruction to residents' driveways. Dr. MacIntyre explained that the painting of "red" driveway parking restriction markings on each side of a residence driveway entrance had had little affect in his neighborhood.

Dr. MacIntyre commented that because driveway complaints must be registered with DPT before citations are issued and citations are annotated with the phrase "by complaint" with the complainants' residential addresses, recipients of driveway parking citations are made aware of the identity of the complainant. Often violators receiving citations retaliate against the residents, i.e., bricks thrown through the window of the complaints' residence, homes egged, and even some residents having been physically attacked by the violators who are often university students.

Dr. MacIntyre suggested that the annotation "by Complaint" should be removed from the citation and violators should be cited "by sight".

Diana Hammons (Director, Government Relations and Public Affairs [DPT]) explained that the reason for the "by Complaint" annotation was for citation adjudication purposes. Ms. Hammons stated that State Law authorizes local jurisdiction to allow property owners and residents to park blocking their own driveways. She commented that parked vehicles encroaching onto a red zone could be cited at any time and parked vehicles intruding into unmarked driveways curb cuts could only be cited by a complaint. Ms. Hammons mentioned that DPT does not have the resources to actively enforce red zones.

Ms. Downey inquired if a log system could be established as a possible way of tracking citation issued "by Complaint".

Dr. MacIntyre commented that the problem arises from vehicles parked in or encroaching on the driveway red zone, which limits the resident's access to their driveway, and not from unauthorized vehicles actually parked in a driveway space.

Dr. MacIntyre suggested as an educational approach:

- **Signage should be installed in the neighborhood, similar to that at Lombard and Polk Streets, that state "Driveway Regulations Strictly Enforced."**
- **The wording "TOW/DPT" added to each driveway red zone marking and at the slope of the curb where areas were unmarked with a painted red zone.**
- **Parking spaces should reflect the number of inches allowed for parking a vehicle.**

Dr MacIntyre suggested that a trial program should be initiated in his neighborhood implementing the aforementioned recommendations.

Tom Hicks (a member of the public) stated that he was a recent resident in the neighborhood and in a year he had DPT tow over 40 vehicles that were in violation of the driveway red zone outside his home. Mr. Hicks commented that the amount of time residents invest in filing complaints was tremendous. DPT's process of responding to red zone violations "by Complaint" was truly frustrating. He commented that DPT's ability to enforce red zone violations could be more efficient.

Mr. Hicks suggested that Residential Parking Permit (RPP) Parking Control Officers (PCOs) should cite red zone parking violators on a regular basis.

Mr. Hicks commented that from an efficiency perspective, factoring in citizens time, DPT's time involved in having to staff a complaint telephone line, dispatch a PCO and wait for a tow truck, and the time consumed in responding to (driveway) red zone parking complaints was quite significant.

Rosie West (Rescue Muni) commented she frequently experienced violators obstructing her driveway. She stated that she had requested red zoning of her driveway entrance but the request had been denied.

Dr. MacIntyre provided Lorraine Fuqua (DPT MTA CAC Liaison) a petition signed by residents in the area regarding driveway and red zone violation enforcement (attachment).

Ms. Hammons stated that:

- She would discuss funding issues concerning enforcement with DPT's Enforcement Division.
- DPT normally installed "Driveway Regulations Strictly Enforced" signs, although residents might be putting up signs themselves. She could talk to DPT's Traffic Engineering about placing signs in the neighborhood but funding was an issue. **Estimates regarding signage cost would be provided to Dr. MacIntyre.**
- Meeting should be encouraged with representative from USF, residents of the University Terrace Community and the San Francisco Police Department.

Lorraine Fuqua (DPT MTA CAC Liaison) expressed the opinion that it would be helpful for DPT's Engineering to set up a (community) meeting.

Mr. Murphy commented that the Committee was very interested in this issue and inquired as to what would be the next step in (DPT) setting up a community meeting.

The Chair requested that the Committee receive an update on Dr. MacIntyre's proposal (attachment to Agenda Item 5) and suggestions presented during the Committee's discussion. Ms. Hammons stated that she would update the Committee in writing.

Responding to Mr. Murphy's question regarding the interaction the community has had with USF, Dr. MacIntyre stated as liaison with the University, the University's Administration had voiced support of any community action, but stated that the University had no control over students once students were no longer on university property.

Ms. Hammons suggested that residents should download from the DPT website blocked driveway warning flyer and place warning on violating vehicles windows.

Jeremy Nelson (Transportation for Livable City [TLC]) commented that TLC in general supports expanded and improved enforcement by DPT, and definitely supports the MTA CAC efforts. Mr. Nelson commented that the annotation "**by Complaint**" should be removed for the driveway parking violation citation. He stated that TLC supports efforts for enforcement officers (PCOs) to be self-funded from revenues.

Mr. Murphy moved the following as a single motion, which was seconded by Mr. Rolfe:

Motion a: The MTA CAC recommends that, in order to reduce retaliatory violence against complainants, DPT consider removing text on parking tickets that indicates the ticket was issued based on a complaint. The MTA CAC further recommends that DPT consider adding the word "TOW" to the stencils used on red paint tipping the edge of driveways.

The MTA CAC recommends that DPT arrange and facilitate a community meeting to address this issue in University Terrace. The MTA CAC further commends to the attention of DPT the signatures from residents of Temescal Street indicating their desire for safe driveway access in University Terrace.

Motions a passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

6. Double-Parking of Automobiles Along Transit Corridors (Agenda Item 6 – Discussion/ Action). The Chair explained that the City had designated about nine (9) different roadways as double-parking/double fines transit corridors. Ms. Downey stated that the Committee had discussed this issue at its February 23rd meeting. Ms. Downey expressed concern about the non-availability of statistics that could support any assumption regarding the effectiveness of the program and the possible expansion of the double-parking/double fine programs. Referring to Marie Holland (Assistant Director, Enforcement [DPT]) comment made during the Committee's February 23rd meeting, "that PCOs might be citing vehicles for the regular double-parking code instead of the double-parking/double fine code", Ms. Downey stated that the training of PCOs was a concern.

The Chair stated that the following motion was before the Committee for consideration. Mr. Murphy seconded.

Motion b: The MTA CAC recommends that the Department of Parking and Traffic (DPT) begin training Parking Control Officers (PCOs) to issue double parking/double fine citations and measure the effectiveness of the program.

Mr. Nelson (Transportation for Livable City [TLC]) asked that the Committee to amend the motion to include bike lanes. He stated that the fine for parking in a bike lane was doubled as well, but frequently not enforced. He commented that regardless of a transit corridor's designation, if a vehicle is doubled parked in a bike line during rush hour the fine is doubled.

Mr. Murphy and Ms. Downey amended the motion to read as followed:

Amended Motion b: The MTA CAC recommends that the Department of Parking and Traffic (DPT) begin training Parking Control Officers (PCOs) to issue double parking/double fine citations along designated transit corridors and along bike lanes, and measure the effectiveness of the program.

Noting no further comments, the Chair called for a vote.

Amended Motion b passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

7. Residential Parking Permits (RPP) (Agenda Item 7 - Discussion/ Action). The Chair stated that Mr. Murphy indicated during the Committee's February 23rd meeting that he would present for the Committee's consideration recommendations (motions) on this matter. Mr. Murphy asked the Chair to defer discussion to allow him time to draft the motions.

The Chair agreed to defer discussion to allow Mr. Murphy time to draft motions.

The Committee continued with a discussion of Mr. Rolfe's suggestion from the Committee's February 23rd meeting that a request be submitted to the City Attorney inquiring into raising RPP fee. Ms. Downey commented that the RPP fee had not been increase over the past five years and Ms. Hammons had previously advised the Committee that DPT was reviewing the possibility of increasing the RPP fee. Ms. Downey suggested that the request should also address the question of DPT charging for PCOs having to proceed to a location to cite RPP violators, that DPT provide the Council with a list of what charges were included in the RPP fee, and if a listing of charges was not available, the Council should request that the MTAB ask the City

Attorney. Mr. Murphy expressed the opinion that it was his understanding that enforcement costs were included in the RPP fee and revenues could not exceed the cost of administering the RPP program. Mr. Rolfe stated that he would prefer in writing an opinion from the City Attorney.

Mr. Rolfe moved the following motion, which was seconded by Mr. Murphy:

Motion c: The MTA CAC ask that the MTA Board request the City Attorney to provide an opinion clarifying what charges are included in the Residential Parking Permit (RPP) Fee and a response in writing be provided to the Council.

Noting no further comments, the Chair called for a vote.

Motion c passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

Mr. Rolfe referred to the Committee's Tentative Topic Calendar that listed an item entitled "Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units." Ms. Downey commented that the topic related to the UCSF site and the plan to built a 30 to 50 unit building without parking spaces. She remarked that residents of the building would never be entitled to RPP and she was interested in knowing how exclusion would be incorporated into the RPP as it relates to the new housing element.

8. Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 8 – Discussion/Action). The Secretary advised the Committee that Javad Mirabdal (Transportation Planner, Traffic Engineering Division [DPT]) would attend the Committee's April 19th meeting in place of Jack Fleck (Senior Transportation Engineer/Planning Manager, Engineering [DPT]) to provide an update. Per correspondence from Ms. Fuqua, Mr. Fleck indicated that the Downtown Street Management (DSM) would discuss the recommendations at its March 16th meeting to come to a formal DPT/Muni consensus. **The Secretary asked that Agenda Item 8 be deferred to the Committee's next meeting. The Chair agreed.**

9. Affects of Closure of the Golden Gate Park Music Concourse on the 44-O'Shaughnessy (Agenda Item 9 – Discussion/Action). Mr. Murphy advised that he had met with Michael Burns (Executive Director, MTA) concerning this issue. He conveyed Mr. Burns' expressed dissatisfaction with the proposed reroute of the 44-O'Shaughnessy by stating that the reroute was complicated and would cost about \$.5M. Mr. Murphy advised the Committee that Muni's position was that the cost for the reroute would come from the Concourse Authority in that it was a garage construction cost. DPT was asked to deny the parking permits necessary for the construction until a plan was developed that allowed the 44-O'Shaughnessy to pass through the construction area as the garage was being built. Mr. Murphy stated that the construction of the garage had been halted by a court order. He stated that a

hearing to litigate the issue regarding Proposition J excluding the Concourse Authority from repaying debts incurred to build the garage from garage revenue.

Mr. Murphy moved the following motion, which was seconded by Mr. Rolfe:

Motion d: The MTA CAC supports the denial of parking permits for Golden Gate Park garage construction pending a plan by which the 44-O'Shaughnessy can continue service on its approximate current route during the garage's construction, and further authorizes the CAC Chair to communicate this position to the Board of Supervisors and Concourse Authority. The MTA CAC recommends that the Concourse Authority pay any additional costs to Muni for service disruption during garage construction.

Noting no further comments, the Chair called for a vote.

Motion d passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

The Chair recalled Agenda Item 7 at the request of Mr. Murphy.

10. Residential Parking Permits (RPP) (Agenda Item 7 - Discussion/ Action).

Mr. Murphy moved the following motions, which were seconded by Mr. Rolfe:

Motion e: The MTA CAC recommends that the number of Residential Parking Permits be limited to the number of licensed drivers residing at the applicants' address.

Motion f: The MTA CAC recommends that the MTA seek city legislation permanently barring from the Residential Parking Permit Program new housing specifically excluded from the RPP Program.

Noting no further comments, the Chair called for a vote on both motions.

Motions e and f passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

The Chair called Agenda Item 11.

11. Department of Parking & Traffic (DPT) Service Standards (Agenda Item 11 – Discussion/Action). The Chair stated that the following motion was before the Committee:

Motion g: The MTA CAC recommends that sidewalk parking response time be added to the Department of Parking & Traffic (DPT) Service Standards.

Noting no further comments, the Chair called for a vote.

Motion g passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

The Chair called Agenda Item 10.

12. Improved Communications between Muni and Passengers (Agenda Item 10 – Discussion/Action). Ms. Downey stated that she had reviewed all the communications Rescue Muni had had with the MTA or with Muni about (passenger) communications. She developed a chart (attachment to Agenda Item 10) that defined the task.

The Chair suggested that the Committee should make recommendations to Muni to ask for better communications to passengers.

13. Review of Department of Parking & Traffic (DPT) Response to MTA CAC Recommendation that DPT Consider Combining the 587/588, Residential Parking Permit and General Enforcement Groups (Agenda Item 12 - Discussion/Action). The Chair commented that the response was a little confusing in that in one paragraph the letter stated that "based upon these functional differences, staff believes that concentrating patrol and enforcement duties in the established manner results in greater operational efficiencies that would be lost if these details were combined", but the following paragraph states that "DPT is working diligently to identify grant funds to pay for formalized analysis".

Mr. Murphy commented that he had discussed the response with Michael Burns (Executive Director, MTA) and the indication was that a restructure within DPT was forthcoming in the coming year.

14. 39-Coit Service Improvement Follow-up (Agenda Item 13 – Discussion/Action). The Secretary advised the Committee that Tom Folks (Traffic Engineer [DPT]) and Joyce Garay (Superintendent, Street Operations [Muni]) were waiting to hear from William "Bill" Seelinger (Telegraph Hill Dwellers) to arrange a convenient time to conduct an operational test to turn around a 39-Coit bus at the Coit Tower parking lot under constrained conditions.

15. Committee Members' Questions/Information Requests (Agenda Item 14 – Discussion/Action). Committee Members submitted no questions/information requests.

16. Schedule Upcoming Meetings and Agenda Items (Agenda Item 15 – Discussion/Action). The Chair stated that the Committee's next meeting would be held on Monday, April 19, 2004 and the following items were to be calendared:

- Service Standards.

- Rescue Muni J, L, M & N Lines Recommendations Follow-up.
- Wayside Fare Collection Working Group (WAFER).

17. **Adjournment** (Agenda Item 16). The Chair adjourned the meeting at 5:00 pm.

Attachments:

Agenda Item 5 -

Map of University Terrace and Surrounding Area (November 28, 2001)

University Terrace Community Survey of Concerns with an Analysis (M. L. MacIntyre [May 15, 2000])

University Terrace Red Zone Driveway Survey (revised [July 12, 2000])

Toward a Cost-Efficient Parking Control Program (M. L. MacIntyre [May 10, 2001])

Martin L. MacIntyre letter to Mayor Brown (1999)

Driveway Access Petition – January 2004



City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)
[former Service, Reliability and Quality Committee (SRQC)]

Notice of Regular Meeting and Agenda
for

Monday, April 19, 2004 at 3:00 pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA

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Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Mary Burns, Art Cimento, Nia Crowder, Emily Drennen, Steve Ferrario,
Ellen Hayes, Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(1 Vacancies)

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The MTA CAC may be contacted as follows:

Municipal Transportation Agency Citizens' Advisory Council
401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524
☎(415) 554-6873 FAX (415) 554-4103



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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Regular Meeting
Monday, April 19, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of March 15, 2004 [Attachment] (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	Municipal Railway (Muni) Service Standards [Attachments](Discussion/ Action) Deborah Denison (Superintendent Performance Monitoring and Analysis [Muni]) Susan Chelone (Transit Planner/Analyst, Schedule [Muni])	3:20
6.	Rescue Muni J, L, M & N Lines Recommendations Follow-up [Attachment] (Discussion/Action) Javad Mirabdal (Transportation Planner, Traffic Engineering Division [DPT])	3:40
7.	39-Coit Service Improvement Follow-up [Attachment] (Discussion/Action) Javad Mirabdal (Transportation Planner, Traffic Engineering Division [DPT]) Peter Straus (Manager, Service Planning [Muni]) William "Bill" Seelinger (Telegraph Hill Dwellers)	4:00
8.	17-PARKMERCED Quality of Service (Discussion/Action) Joyce Garay (Superintendent, Street Operations [MUNI]))	4:20
9.	Wayside Fare Collection Working Group (WAFER) (Discussion/Action)	4:35
10.	Department of Parking & Traffic (DPT) Service Standards (Discussion/Action)	4:45
11.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
12.	Schedule Upcoming Meetings and Agenda Items (Discussion/Action) Next regular meeting: Monday, May 17, 2004, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:55
13.	Adjournment	5:00

Attachments:

Agenda Item 2 –

OCSC Draft Minutes of March 15, 2004

Agenda Item 5 -

Excerpt from Municipal Transportation Agency Citizens' Advisory Council Operations & Customer Service Committee (OCSC) Final Minutes of Rescheduled Regular Meeting, Monday, February 23, 2004 and MTA CAC Motion of March 4, 2004

San Francisco Municipal Railway Department - FY2004 2nd Q Service Standards (MTA Board Meeting – March 16, 2004)

Agenda Item 6 –

Rescue Muni Recommendations Worksheet

(Jack Fleck [Senior Transportation Engineer/Planning Manager, DPT Engineering])

Agenda Item 7 –

Joan Downey email of Sunday, April 11, 2004

(Subject: Fwd: 39 Coit Presentation @ Our Next OCSC Committee)

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Referred Item to Committee Pending:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Tentative Topics for May 17, 2004 Meeting: To be determined.

Follow-up Items:

- Affects of Closure of the Golden Gate Park Music Concourse on the 44-O'Shaughnessy.
- 39-Coit Service Improvement.
- Passenger Service Report (PSR).
- Rescue Muni J, L, M & N Lines Recommendations.
- Wayside Fare Collection Working Group (WAFER).
- Fare Gate Transition and Subway Change Machines.
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups.
- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy.
- Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units.
- Driveway Parking Violation Enforcement
- Department of Parking & Traffic (DPT) Service Standards
- Muni's Plans for Meeting Service Standards Goals.

Quarterly Update: Cable Car.



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Citizens' Advisory Council
City and County of San Francisco**

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Operations & Customer Service Committee (OCSC)

**FINAL MINUTES
of
Regular Meeting**

Monday, April 19, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA

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1. **Call to Order/Roll Call** (Agenda Item 1). The regular meeting of the Municipal Transportation Agency (MTA), Citizens' Advisory Council (CAC), Operations & Customer Service Committee (OCSC) was called to order at 3:10 p.m. Joan Downey (Chair) presided. A quorum was present including the following:

Committee Members Present at Roll Call: Joan Downey (Chair), Daniel Murphy, Norman Rolfe.

Committee Members Not Present at Roll Call: Sue Cauthen (arrived 3:55pm).

Council Members Present: Bruce Oka, Mary F. Burns.

Community Representatives Present: William "Bill" Seelinger (Telegraph Hill Dwellers).

MTA - Municipal Railway (Muni) Staff Present: Deborah Denison (Superintendent Performance Monitoring and Analysis), Susan Chelone (Transit Planner/Analyst, Schedule), Peter Straus (Manager, Service Planning), Joyce Garay (Superintendent, Street Operations), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

MTA - Department of Parking & Traffic (DPT) Staff Present: Javad Mirabdal (Transportation Planner, Traffic Engineering Division).

2. **Adopt Minutes of March 15, 2004** (Agenda Item 2 – Discussion/Action). The Committee dispensed with the readings of the minutes.

Mr. Rolfe moved the following motion, which was seconded by Mr. Murphy:

Motion to Adopt Minutes: The OCSC adopts minutes of March 15, 2004.

The Motion to adopt passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

The Chair called Agenda Item 4.



3. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair stated that she had reviewed previous Committee minutes for the purpose of drafting recommendations (motions) regarding suggestions that were not acted on by the Committee. She explained that she had developed a form that would be distributed to Committee Members pertaining to the suggestions.

Ms. Downey's commented that Mr. Murphy had previously suggested that the Committee consider developing a recommendation (motion) in support of installing an ADA accessible fare gate at all Metro Stations secondary fare gate arrays. **The Chair stated that a proposed recommendation (motion) concerning the suggestion, as well as a general calendar item about Wayside Fare Collection Working Group (WAFER) would be calendared for the Committee's next meeting.**

The Secretary suggested that since the Chair indicated that a proposed recommendation (motion) would be calendared for the Committee's next meeting, Mr. Murphy should draft a recommendation (motion) in advance of the next meeting for inclusion as an agenda item.

The Chair requested that an information request be submitted inquiring as to the reason Rosie West's (Rescue Muni) request for red zoning (red tipping) of her resident's driveway entrance had been denied. The Chair explained that during the Committee's March 15th meeting, Ms. West commented that she frequently experienced violators obstructing her driveway and her request for driveway red zoning (red tipping) had been denied. The Chair commented that Ms. West had communicated to her that her neighborhood does not receive the same attention for registering driveway red zoning (red tipping) request as compared to other neighborhoods.

Mr. Murphy suggested that the response to the information request include the criteria Department of Parking and Traffic (DPT) uses for approving and denying request for red zoning (red tipping) of residential driveways.

Mr. Murphy moved the following motion, which was seconded by Mr. Rolfe:

Motion: That the MTA CAC OCSC request information on the criteria used for deciding whether to approve or deny a request for red zoning (red tipping) residential driveways, and why Rosie West who resides at 427 Randolph Street, San Francisco, CA request for red zoning (red tipping) was denied.

The Motion to adopt passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

The Chair called Agenda Item 3.

4. **Public Comment** (Agenda Item 3). The Chair asked Martin MacIntyre (a member of the public) to provide comment regarding red zoning (red tipping) of residential driveways. Dr. MacIntyre explained that he had had a number of conversations with Tom Folks (Traffic Engineer, Department of Parking and Traffic [DPT]) about red zoning (red tipping) of residential driveways. Dr. MacIntyre commented that he had a template, a non-formula, for determining access requirements to a driveway. He commented that older graphical techniques were used on a case-by-case basis to determine red zoning requirements with an attempt to maintain on-street parking wherever possible. Dr. MacIntyre remarked that the criteria for red tipping a residential driveway takes into consideration the width of both the street and driveway, space between adjacent driveways, type of vehicle requiring access to a specific driveway, and parking regulations on both sides of the street in acquiring a judgment to maximize available on-street parking.

He mentioned that 14 feet was the measurement used as the dimension for a standard parking space between driveways. The average vehicle length was 14.5 feet. Dr. MacIntyre advised that the standard parking space dimension had been changed from 15-feet after complaints had been received about eliminating on street parking for vehicles that could fit a 15-foot parking space. He expressed the view that the distance between cars that would make it safe to back out of a driveway was not considered as a requirement.

Mr. Murphy expressed concern about the particular criterion regarding the type of vehicle requiring access to a specific driveway.

The Chair stated that the Committee would calendar as an agenda item, "Department of Parking & Traffic Criteria for Red Zoning (Red Tipping) Residential Driveway" for the Committee's next meeting.

Dr. MacIntyre stated that he had attended a meeting with Mr. Folks in which it was stated that DPT was considering supplemental way of prohibiting vehicles for intruding into driveway entrance through the use of increased signage and markings. **Dr. MacIntyre expressed the opinion that the markings being considered were unacceptable. He suggested to Mr. Folks that a simpler type of signage DPT should consider would be to add the words "DPT TOW" to the stencils used on red painted driveways edges.**

Mr. Murphy stated that the Council had made a similar recommendation to the Municipal Transportation Agency Board (MTAB).

Dr. MacIntyre stated that he had received a cost estimate in the amount of \$150 for painting the word "TOW" on each side of the 13 driveways on Temescal Terrace. He stated that he was told that residents would have to bear the cost for the painting, but some concern arose regarding setting a precedence that DPT did not want to set if the marking were used.

Javad Mirabdal (Transportation Planner, Traffic Engineering Division [DPT]) explained that the precedence question extended from the "TOW" marking not being consistently applied.

Mr. Murphy expressed the opinion that not every parking regulation that exists is indicated in signage at every point and painting the word "TOW" would only serve as an additional reminder to drivers. He commented that since residents pay for the cost of red zoning (red tipping) of driveways the painting of the word "TOW" was not additionally harmful.

5. Municipal Railway (Muni) Service Standards (Agenda Item 5 - Discussion/Action). Deborah Denison (Superintendent Performance Monitoring and Analysis [Muni]) explained that the review of the Service Standards was different from previous years. Per Proposition E, an actual audit was performed regarding the Service Standards although the audit was for 2000-2001. She explained that Mr. Murphy had reviewed the draft audit, provided comment, and that the auditors, Nelson/Nygaard, would attend the Council's May 6th meeting to formally present the audit's results. A list of all proposed action items would be provided at that time. She stated that both Susan Chelone (Transit Planner/Analyst, Schedule [Muni]) and herself were present to address questions the Committee might have regarding the most significant Service Standards, i.e., On-time Performance, Load Factors, Pass-ups, and Headway. Ms. Denison advised that the Committee should not consider making any recommendations until the Council had reviewed the audit.

Ms. Downey commented that the last set of Service Standards reviewed used the 37-Corbett Line for Pass-ups. She stated that the Committee had expressed concern as to why this line was selected for measuring Pass-ups.

Ms. Chelone explained that the 37-Corbett was selected in that the last quarter review requires that the five lines with the highest load factor be used for Pass-up review for the following quarter. She stated that the other lines checked during that particular month were lines that happen to have low load factors and missed service could have been a factor.

Responding to Ms. Downey's question about the times lines are checked, Ms. Chelone explained that lines are checked from 6:00am to 9:00am, 10:00am, 4:00pm to 7:00pm, and 8:00pm to 11:00pm. Pass-ups are done at different times at the stop before the Maximum Load Point (MLP).

Ms. Denison commented that a change in measuring Pass-ups was made because no results were being noted and the measurement identifying the five lines with the heaviest Load Factor became the focus.

Ms. Burns inquired about the headway measurement. Ms. Chelone explained that headway is the distance (time) between two vehicles. The measure for On-time

headway adherence is the actual headway, which is within 30% +/- the scheduled headway. Schedule adherence is four minutes late or one minute early.

Ms. Burns commented that the 23-Monterey was notorious for having riders wait for a half hour to forty-minutes or longer all day.

Ms. Downey asked staff to provide the raw numbers for the 37-Corbett. She commented that the data would be used to assist the Committee in developing a recommendation as to what lines really should be checked.

Ms. Denison stated that Nelson/Nygaard's final report would contain recommendations concerning how Muni develops its annual milestones; perform measurements and possibly eliminate and add other measurements.

Mr. Murphy commented that the Council's recommendation concerning Passenger Service Report (PSR) measurements was provided to Nelson/Nygaard.

The Chair call Agenda Item 8

6. Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 6 – Discussion/ Action). Javad Mirabdal (Transportation Planner, Traffic Engineering Division [DPT]) explained that at the monthly Downtown Street Management (DSM) meeting the recommendations were discussed. Mr. Mirabdal explained that along with Jack Fleck (Senior Transportation Engineer/Planning Manager, Engineering [DPT]), two representatives from Muni's Operations and one from Planning, a field check was conducted at all the various recommendations' locations. He commented that DPT has been working with Muni in an attempt to prioritize the recommendations with regard to cost and service benefit. He stated that initiating the recommendations would be based on the outcome of Muni's prioritizing the recommendations and funding availability. Understanding Rescue Muni's views, the consensus from Muni Operations was that the recommendations were not a high priority.

Mr. Mirabdal stated that the recommendations that relate to signal priority [M-Line Recommendations Items 6, 8, 11, 16, 18, 19, and N-Line Recommendation Items 15 and 17 to the attachment to Agenda Item 7], DPT's plan is to eventually install priority signals at every signal light intersection within the City. He stated that there are about 1,200 signal light intersections in the City and about 80 of them have some type of priority signal. Current signal light priority projects including installing signal priority at 39 intersections along Mission Street and Geary Boulevard which should be in operations next month (May). A forthcoming project would involve installing signal priority at 64 intersections along Third Street. DPT's focus has been on completing the Geary Boulevard signal priority project. He stated that with the passage of Proposition K, a better chance exists for acquiring funding to equipment the signal priority system.

He commented that another area that the recommendations addressed was increased enforcement. Mr. Mirabdal explained that DPT normally receives a request from Muni regarding areas that need more enforcement. Parking Control Officers (PCOs) are assigned in areas according to greater need. He commented that DPT would like to have more PCOs to provide more service to Muni.

Responding to Ms. Burns' question concerning the train stop location in the West Portal Station [M-Line Recommendation Item 6 to the attachment to Agenda Item 7], Paul Czechowicz (MTA CAC Liaison) explained how Light Rail Vehicles (LRVs) acquires the Automatic Train Control System (ATCS) signal. Mr. Mirabdal explained that because of the varying length of the trains, i.e., one or two-car configuration, the ATCS detector was installed at a specific point for safety reasons. Joyce Garay (Superintendent, Street Operations) explained that four LRVs could be held in the West Portal Station in order to minimize trains waiting outside the station, which impacts traffic flow in the area.

Replying to Mr. Rolfe's question regarding Rescue Muni's recommendation concerning the general use of stop signs for pedestrian safety and convenience, and not to move auto traffic, Mr. Mirabdal stated that the standard for installing stop signs is for clarification of right of way for traffic.

Ms. Downey inquired about establishing commute hour tow zone on Vicente Street to allow for queuing of right turns by automobile traffic (remove parking spaces) [M-Line Recommendation Item 9 to the attachment to Agenda Item 7], Mr. Mirabdal stated that his understanding was that if the commute hour tow zone was needed, DPT would follow through on the recommendation.

The Chair requested that Mr. Mirabdal provide the Committee a monthly update on the recommendations that were referred to the DSM. Mr. Mirabdal agreed to provide periodic updates.

Ms. Downey expressed concern regarding N-Line Recommendation Item 10 to the attachment to Agenda Item 7 that a physical barrier (bollards) be provide between the Sunset Tunnel and Cole Street to prevent automobiles from parking. Mr. Mirabdal commented that he believed the recommendation would be effected after a review of what specific type of bollard should be used and available funding.

Mr. Rolfe commented that there are three corners on the Cable Car Lines that have the bollards installed, i.e., Hyde and Jackson Streets, Washington and Hyde Streets. Mr. Mirabdal stated that a better solution would be to construct a more permanent type of barricade that would require less maintenance. **Mr. Rolfe suggested that as a temporary solution the bollards should be considered until a more permanent barricade was constructed.**

Mr. Mirabdal agreed to provide an update regarding the recommendation.

Ms. Downey inquired about the recommendation to paint "Don't Block The Track" & establish cross-hatching at Junipero Serra Boulevard [M-Line Recommendation Item 20 to the attachment to Agenda Item 7]). Mr. Mirabdal stated that the item had not been discussed at the DSM meeting, but the recommendation was also referred to Michael Kirchanski to coordinate with CalTrans. **Mr. Mirabdal agreed to follow-up on the recommendation.**

Referring to the recommendation concerning increase enforcement of double parked cars along Ninth Avenue [N-Line Recommendation Item 16 to the attachment to Agenda Item 7], Ms. Downey stated that the Council passed a recommendation at its April 2nd meeting that DPT begin training PCOs to issue double parking/double fine citations along designated transit corridors and along bike lanes, and measure the effectiveness of the program. She remarked that the attachment to Agenda Item 7 indicated that this recommendation had been "dropped" and expressed her concern.

Mr. Mirabdal commented that the indication "dropped" does not mean that the enforcement was not being done.

Ms. Downey stated that Marie Holland (Assistant Director, Enforcement) attended the Committee's February 23rd meeting to discuss the topic Double-Parking of Automobiles Along Transit Corridors. Ms. Holland advised the Committee that the effectiveness of double-parking/double fine, especially along 24th Street, was minimal. The reason could be that PCO might be citing vehicles for the regular double-parking code. A review of each street where the double-parking/double fines are in effect would have to be done to determine the number of citations issued in a specific period of time. Ms. Holland had explained that Mission Street and other streets have a high citing of double-parking, but 24th Streets issuance of double-parking/double fine citations showed no substantial increase.

Mr. Mirabdal agreed to follow-up on the recommendation and inquire into PCOs issuing the appropriate citation for double-parking/double fine. He stated that either himself or someone else would provide the Committee an update next month.

Mr. Murphy mentioned that at a meeting he had had with Michael Burns (Executive Director, MTA) a discussion was held concerning DPT responsiveness and finding ways to increase the number of PCO in total so that the kind of enforcement the Council has recommended might be done.

The Chair called Agenda Item 8.

7. **17-PARKMERCED Quality of Service** (Agenda Item 8 – Discussion/Action). The Chair introduced Joyce Garay (Superintendent, Street Operations [Muni]) and Kay Walker (a member of the public). Ms. Downey stated that Ms. Walker had spoken with Mr. Rolfe expressing her dissatisfaction with the 17-PARKMERCED service. Ms. Downey commented that a Transit Operator on the 17-PARKMERCED had expressed

concern that the 17-PARKMERCED service was being impacted because of complaints by riders on the 37-Corbett and that the 37-Corbett was receiving preference when missed runs occurred.

Ms. Walker commented that the 17-PARKMERCED service had gotten worse in the last four months since Christmas (2003). She remarked that the 17-PARKMERCED had been running on time every 20 minutes for the past two year. But since Christmas, about 2/3 of the time, the 17-PARKMERCED was consistently running every 30 to 40 minutes. Between the hours of 4:30pm and 7:00pm passengers wait up to 40 minutes for a bus and frequently when the bus arrives it is filled to capacity. **Ms. Walker suggested that a review of the 17-PARKMERCED service should be conducted.**

Ms. Garay explained that the 37-Corbett was a priority line. Community members who ride the 37-Corbett had expressed tremendous concern about its service. The District 8 Supervisor held meetings with residents to address riders concern. Muni Representatives participated in these meetings. She stated that when open runs "not-outs" occur, Community Service Lines are not to be used to fill any other lines and Transit Operators assigned to Community Service Lines are not to be reassigned to fill open run on a line.

Ms. Garay stated that she would check the Not In Service Reports for the last four months to ascertain if the 17-PARKMERCED has experienced significant service problem.

Ms. Walker stated that especially between the hours of 10:00am and 3:00pm many disabled and senior citizens use the 17-PARKMERCED, which is their only means of transportation, and are unable to walk 3½ to 4 blocks to the M-Line as an alternative means of transportation.

Ms. Garay provided the Committee copies of the Muni Central Control Notice on Updated Shuttle List (attachment). She explained that dispatchers use the list for substituting service during the day when service disruptions occur. There is no requirement for dispatchers to adhere to the list for open runs in the morning for which extra board Transit Operators are use to fill runs. Community Service Lines would be filed first in the mornings because there are so few buses operating on the lines.

In response to Mr. Rolfe's question about when either a Transit Operator or vehicle is not available to fill a run, Ms. Garay stated that the correction would be made at the Division. Dispatchers could be reinstructed to not hold vehicles back in anticipation of service needs of the 37-Corbett at the expense of the 17-PARKMERCED.

Mr. Czechowicz expressed the opinion that the issue was with the buses and not with the Transit Operators. He commented that the 17-PARKMERCED could operate with a 40-foot bus, but it was very difficult to operate the 37-Corbett with other than an Orion type bus.

Mr. Murphy commented that the problem with the 17-PARKMERCED appeared to be with "not-outs" as opposed to reassignments.

Ms. Garay stated that she would investigate the "not-outs" and discuss the issue with the Division.

Mr. Murphy asked that Ms. Garay provide the Committee a report of her investigation results.

Ms. Garay agreed.

8. **39-Coit Service Improvement Follow-up** (Agenda Item 7 - Discussion/Action). William "Bill" Seelinger (Telegraph Hill Dwellers [THD]) commented that the Telegraph Hill Dwellers presented and reviewed with the MTA CAC a relative comprehensive 25-page preliminary plan 21-months ago. He mentioned that the 39-Coit turn-around test was completed. The test was to determine if the 39-Coit could be turned around south of the Columbus statue. Mr. Seelinger remarked that Muni's staff, especially Tom Mullen, was extremely corporative during the test.

Mr. Seelinger advised that the test concluded that the bus was not consistently able to negotiate the turnaround. He acknowledged that a plan to safely turn the 39-Coit around south of Coit Tower was needed. Mr. Seelinger expressed the opinion that a PCO would have to be assigned at Coit Tower to guide the 39-Coit Transit Operator when turning the bus around. He distributed to the Committee copies of a flyer announcing that the THD's plan to hold a community meeting on Thursday, May 13th (attachment). He invited and urged MTA CAC members to attend the meeting. Mr. Seelinger mentioned that the purpose of the meeting was to plan solutions to improve bus service, and reduce both traffic and automobile pollution along Telegraph Hill Boulevard's approach to Coit Tower. He stated that the current idea was to propose a widely published trial "no parking" period at Coit Tower between 10:00am to 6:00pm on Saturday, Sundays, and Holidays.

Ms. Cauthen suggested that a representative for Muni's Service Planning should attend the THD community meeting to address Muni's interest in providing good service to the community.

Ms. Garay expressed the view, unless some accommodations were made to widen the Coit Tower Circle, a Transit Operator would never be instructed to backup at the circle.

Replying to Ms. Cauthen's question about a possible curb cut at the proposed turnabout location, Ms. Garay stated that she had inquired about the 39-Coit bus turning radius with Muni's Fleet Manager but had not received any information. **Ms. Garay stated that she would provide the vehicle's turning radius information to Mr. Folks.**

Peter Straus (Manager, Service Planning [Muni]) stated that the turning radius base on specification before the Orion buses were purchased was 32-feet.

Mr. Rolfe commented that if the sidewalk was cutback about 3-feet at the proposed turnaround point the bus would be able to make the turn.

Ms. Garay explained that the issue was a traffic engineering solution that DPT would have to address.

Mr. Seelinger stated that the THD intends to ask Muni to make a slight enhancement to the 39-Coit route on a trial basis. He explained that the plan was to route the 39-Coit along the two eastern most stops on the F-Line on Jefferson Street (Stockton and Powell/Mason Streets) and bring the bus to Pier 39.

The Committee, Mr. Straus and Mr. Seelinger discussed possible alternative changes to the 39-Coit reroute proposal. Mr. Straus pointed out the impact such a changes would have on the bus operating recovery time and the questionable operating of the bus on rail lines.

Ms. Cauthen departed the meeting.

9. Wayside Fare Collection Working Group (WAFER) (Agenda Item 9 – Discussion/Action). Mr. Murphy stated that he attended the group's most recent meeting and comments were taken on the draft fare gate specifications at that time. He stated that the Committee should consider his suggestion about developing a recommendation (motion) in support of installing an ADA accessible fare gate at all Metro Stations secondary fare gate arrays as discussed during the Report of the Chair (Agenda Item 4).

Mr. Murphy moved the following motion, which was seconded by Mr. Rolfe:

Motion: The MTA CAC recommends that when the new Wayside Fare Collection gates are installed there be at lease two (2) Americans with Disabilities Act (ADA) accessible gates at the secondary end of each Municipal Railway (Muni) Metro Station so that ADA passengers can use the secondary-end gates when one of the ADA gates is out of service.

The Motion to adopt passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

Ms. Cauthen returned.

10. **Department of Parking & Traffic (DPT) Service Standards** (Agenda Item 10 - Discussion/ Action). The Chair inquired about the DPT Staff presenting the Service Standards. The Secretary informed the Chair that DPT was not prepared at this time make a presentation and suggested that the Chair discuss this matter with the MTA CAC Liaison.

The Chair stated that she would contact Mr. Czechowicz about this matter.

The Chair commented that Lorraine Fuqua (DPT MTA CAC Liaison) has asked that the Committee prioritize suggestions/recommendations made to the Department of Parking and Traffic (DPT).

Ms. Downey stated that this item should be calendared for the Committee's next meeting.

Mr. Rolfe suggested that the Committee should consider including the San Francisco County Transit Authority (SFCTA/TA) Strategic Analysis Report (SAR) on Transportation System Level of Service (LOS) Methodologies in discussions with DPT.

11. **Committee Members' Questions/Information Requests** (Agenda Item 11 – Discussion/Action).

- Mr. Rolfe – Inquired about reduced Metro Service to neighborhoods, especially on the J-Church Line, during ballgame events (attachment) and requested that information is provided concerning the number of LRVs assigned to ballpark service and the effect it has on other Metro Rail Line services.
- Ms. Burns stated that the problem exist on the K-Ingleside and M-Ocean View Metro Rail Lines.

12. **Schedule Upcoming Meetings and Agenda Items** (Agenda Item 12 – Discussion/Action).

- The Chair stated that she would provide a list of follow-up items as an attachment to the Committee's next meeting's agenda.

13. **Adjournment** (Agenda Item 13). The Chair adjourned the meeting at 5:09pm.

Attachments:

Agenda Item 7 -
Telegraph Hill Dwellers (THD) Community Meeting Flyer

Agenda Item 8 -

Updated Shuttle List (San Francisco Municipal Railway Central Control Notice Central Control of September 17, 2002)

Agenda Item 12 -

Norman Rolfe's note (undated)



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)
[former Service, Reliability and Quality Committee (SRQC)]

**Revised Notice of Regular Meeting and Agenda
for**

**Monday, May 17, 2004 at 3:00 pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA**

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Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Mary Burns, Art Cimento, Emily Drennen, Steve Ferrario,
Ellen Hayes, Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(2 Vacancies)

05-13-04 P03:07 RCV

Notes:

Due to addition of Agenda Item 10 - Review of Nelson/Nygaard audit of Proposition E Service Standards for the period July 1, 2000 through June 30, 2002 and proposed changes and milestones, a revised agenda has been published.

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In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

The MTA CAC may be contacted as follows:

**Municipal Transportation Agency Citizens' Advisory Council
401 Van Ness Avenue Room 334 - San Francisco, CA 94102-4524
(415) 554-6873 FAX (415) 554-4103**



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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Regular Meeting
Monday, May 17, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, California

REVISED AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of April 19, 2004 [Attachment] (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	Wayside Fare Collection Working Group (WAFER) (Discussion/Action)	3:20
6.	Department of Parking & Traffic Criteria for Red Zoning (Red Tipping) Residential Driveway [Attachment] (Discussion/Action)	3:40
7.	Rescue Muni J, L, M & N Lines Recommendations [Attachment] (Discussion/Action)	4:00
8.	Prioritize MTA CAC Recommendations to the Department of Parking and Traffic (DPT) and Follow-up Items [Attachment] (Discussion/Action) Joan Downey (Chair, MTA CAC OCSC)	4:15
9.	Cable Car Status Update [Attachment] (Discussion/Action) Brendan Scanlan (Superintendent, Cable Car Operations)	4:30
10.	Review of Nelson/Nygaard audit of Proposition E Service Standards for the period July 1, 2000 through June 30, 2002 and proposed changes and milestones [Attachment] (Discussion/Action)	4:45
11.	Committee Members' Questions/Information Requests (Discussion/Action)	5:00
12.	Schedule Upcoming Meetings and Agenda Items (Discussion/Action) Next regular meeting: June 21, 2004, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	5:05
13.	Adjournment	5:10

Attachments:

Agenda Item 2 –

OCSC Draft Minutes of April 19, 2004

Agenda Item 6 -

MTA CAC OCSC Request for Information – Request #041904 (Downey/Murphy) of May 3, 2004

Agenda Item 7 -
Rescue Muni Recommendations Worksheet

Agenda Item 8 –
MTA CAC OCSC Follow-up List (since 1-1-2004)

Agenda Item 9 -
San Francisco Municipal Railway Department – FY2004 2nd Q Service Standards

Agenda Item 10 -
Summary of Auditor Recommendations – Muni Service Standards

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Referred Item to Committee Pending:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Tentative Topics from June 21, 2004 Meeting: To be determined.

Follow-up Items:

- 17-PARKMERCED Quality of Service
- Affects of Closure of the Golden Gate Park Music Concourse on the 44-O'Shaughnessy.
- 39-Coit Service Improvement
- Passenger Service Report (PSR)
- Rescue Muni J, L, M & N Lines Recommendations
- Wayside Fare Collection Working Group (WAFER)
- Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy
- Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units
- Driveway Parking Violation Enforcement
- Department of Parking & Traffic (DPT) Service Standards
- Muni's Plans for Meeting Service Standards Goals

Quarterly Update: Cable Car



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Operations & Customer Service Committee (OCSC)

**MINUTES
of
Regular Meeting**

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AUG 17 2004

Monday, May 17, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA

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/17/04
1. **Call to Order/Roll Call** (Agenda Item 1). The regular meeting of the Municipal Transportation Agency (MTA), Citizens' Advisory Council (CAC), Operations & Customer Service Committee (OCSC) was called to order at 3:13 p.m. Joan Downey (Chair) presided. A quorum was present including the following:

Committee Members Present at Roll Call: Joan Downey (Chair), Mary F. Burns, Daniel Murphy, Norman Rolfe.

Committee Members Not Present at Roll Call: Sue Cauthen.

MTA - Municipal Railway (Muni) Staff Present: Brendan Scanlan (Superintendent, Cable Car Operations), Debra Alexander (Assistant Superintendent, Cable Car Operations), Vincent Dunlap (MTA CAC Secretary).

Community Representatives Present: Rosie West (Rescue Muni).

2. **Adopt Minutes of April 19, 2004** (Agenda Item 2 - Discussion/Action).

Mr. Rolfe moved the following motion, which was seconded by Mr. Murphy:

Motion to Adopt Minutes: The OCSC adopts minutes of April 19, 2004.

The Motion to adopt passed.

(Joan Downey, Mary F. Burns, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

3. **Public Comment** (Agenda Item 3). No public comment was made.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair stated that both Mr. Murphy and she attended the Telegraph Hill Dwellers (THD) meeting last week. Attendees at the THD meeting appeared to express a consensus to assist the 37-Coit in maintaining its schedule supporting termination of visitor parking at Coit Tower.



Mr. Murphy commented that residents who reside along the Filbert Steps expressed the view that residential parking should continue at Coit Tower.

5. Wayside Fare Collection Working Group (WAFER) (Agenda Item 5). As the Council's participating advisory to WAFER, Mr. Murphy informed the Committee that the consultant was in the process of developing specifications for the Muni Metro Stations' new fare gates and vending machines. The consultant intends to present fare policy options regarding the possibility of non-issuance of transfers to customers who pay cash fares although transfers would be issued for cash fares paid through TransLink.

Mr. Rolfe expressed concern that transfers would be needed for cash fares regarding Proof of Payment (POP) service lines.

Responding to Ms. Downey's question about the possibility of barrier free faregates, Mr. Murphy stated that Michael Burns (Executive Director, Municipal Transportation Agency) did not favor barrier free faregates.

Mr. Murphy suggested that the Committee discuss the fare policy options developed from the WAFER process at the Committee's next meeting. The Chair agreed.

6. Department of Parking & Traffic Criteria for Red Zoning (Red Tipping) Residential Driveway (Agenda Item 6 - Discussion/Action). The Secretary advised the Committee that Lorraine Fuqua (DPT MTA CAC Liaison) stated that a response to the Committee's Request for Information (Request #041904) was forthcoming. Request #041904 forwarded the Committee's inquiry into the denial of Rosie West's request for driveway red zoning, and Mr. Murphy's request that the response include the criteria DPT uses for approving and denying request for red zoning "red tipping" of residential driveways.

The Chair stated that Agenda Item 6 would remain on the Committee's Agenda until a response was received.

7. Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 7 – Discussion/Action). The Secretary advised that the Chair should have received by email an explanation from Javad Mirabdal (Transportation Planner, Traffic Engineering Division [DPT]) in which it was explained that the monthly Downtown Street Management (DSM) meeting would occur on July 20th. Jack Fleck (Senior Transportation Engineer/Planning Manager, Engineering [DPT]) would attend the DSM meeting and Mr. Fleck had asked that Agenda Item 7 be deferred to the Committee's June meeting.

Ms. Downey pointed out that one of the recommendations concerning the N-Line suggested increased enforcement of double parked cars. She stated that previous

Committee discussions with DPT's Director of Enforcement indicted that increased training was needed regarding issuance of double-parking/double fine citations.

8. Prioritize MTA CAC Recommendations to the Department of Parking and Traffic (DPT) and Follow-up Items (Agenda Item 8 – Discussion/Action). The Chair stated that since the Committee has a significant number of issues regarding DPT, it had been suggested by Ms. Fuqua that both the Committee and Council Chairs could occasionally meet with Bond Yee (Executive Director of DPT) to discuss DPT related concerns.

Mr. Murphy stated that the Council's significant issue was the desire for changing enforcement from a function-base to a geography-based (neighborhood) type of enforcement whereas Parking Control Officers (PCOs) would be able to enforce all types of violations.

After discussing previously passed recommendations as listed in the attachment to Agenda Item 8, the Chair indicated the below as priority items to discuss with Mr. Bond:

- The MTA CAC recommends that the number of residential parking permits be limited to the number of licensed drivers residing at the applicants' address.
- The MTA CAC recommends that the Department of Parking and Traffic (DPT) incorporate the Transit First Policy into their mission statement, and urges them to develop a plan to incorporate it into the policies and procedures the Department creates and implements. The MTA CAC further recommends joint meetings with City Department Heads for the purpose of discussing and implementing the Charter's Transit First Policy.

Mr. Murphy suggested that the DPT present its working draft of the Department's Service Standards for discussion at the Committee's next meeting. He commented that the Committee should discuss all the Council's formal recommendations regarding DPT's Service Standards, DPT's consideration of those recommendations, the process DPT used in developing its standards, and choices used in determining measurements.

Committee Members reviewed a number of suggestions made by the Committee as listed in the attachment to Agenda Item 8 that had not been formally recommended.

Ms. Downey moved the following motion, which was seconded by Mr. Rolfe:

Motion: The MTA CAC recommends that the Department of Parking and Traffic (DPT) should implement a specific system for registering complaints similar to the Municipal Railway's (Muni) Passenger Service Report (PSR) process should be developed on-line, by phone, and by mail.

The Motion passed.

(Joan Downey, Mary F. Burns, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

Ms. Burns expressed concern about the response to the Committee's Request for Information 041904-1 from Jim Kelly (Senior Operations Manager – Operations Analysis [Muni]). She explained that the request inquired about reduced Metro Service to neighborhoods, especially on the J-Church Line, during ballgame events, the number of LRVs assigned to ballpark service, and the effect ballpark service has on other Metro Rail Line services. Ms. Burns voiced concern that passengers were not being allowed to continue travel onboard a LRV before vehicles were turned around at St. Francis Circle during ballpark service. **She stated that she would prepare a reply to Mr. Kelly response and distribute the reply to Committee Members for their review before sending it.**

Following discussion of another Committee previous suggestion regarding increasing the number of Car Cleaners as listed in the attachment to Agenda Item 8, **Mr. Murphy stated that he would follow-up on a prior discussion with Alicia Fletcher (Manager, Finance and Administration, Management Budget Analysis [Muni]) and further inquiry about the hiring of more Car Cleaners.**

Ms. West commented that Muni vehicles are not kept clean and are often littered with discarded newspapers, trash, etc.

Ms. Burns expressed concern about transit vehicles smelling of tobacco smoke at layover locations. As an example, she commented that at times when LRVs at the Embarcadero Metro Station were in a layover status before proceeding outbound and doors opened for passengers boarding, it had been noted that some vehicles smelled of tobacco smoke. Ms. Burns commented that this is an indication that Transit Operators were smoking aboard vehicles when in a layover status.

Ms. Downey commented that she had also observed Transit Operators smoking onboard buses at layovers locations before passengers were allowed to board.

Following discussion the response to the Committee's Request for Information #041904-2 (Murphy) regarding the 17-PARKMERCED service, Ms. West commented that she noticed no reduced service on this line.

9. Cable Car Status Update (Agenda Item 9 - Discussion/Action). Before beginning his briefing, Brendan Scanlan (Superintendent, Cable Car Operations [Muni]) introduced Debra Alexander as the newly assigned Assistant Superintendent, Cable Car Operations. During the discussion of Agenda Item 9, Mr. Scanlan commented that:

- Cable Care Operations was basically consistent and Service Standards achievements were essentially the same.

- The Bay and Taylor Streets Turntable was under construction with operations anticipated sometimes this summer.
- The California Line would be on bus substitution until May 25th because of the installation of a preempt signal system at Grand Avenue that included both Kearney and Stockton Streets.
- Nextbus was operative on Cable Cars as a supervisory tool. Nextbus informational pods are planned for installation at transfer and terminal points, and at specific locations along Cable Car lines.
- Continued improvements in Cable Car operations were anticipated as a result of Transit Inspectors and Cable Car Operators working more effectively as a team.

The Committee discussed layovers, relief and inspector requirements, bunching of cars on Cable Car lines, schedule and headway adherence, the possible need to revise established service standards, and union contract impact on how service is to be adjusted when necessary.

10. Review of Nelson/Nygaard audit of Proposition E Service Standards for the period July 1, 2000 through June 30, 2002 and proposed changes and milestones (Agenda Item 10 – Discussion/Action). Mr. Murphy commented that the audit had been discussed at the Council's May 12th meeting and the Committee Chair desired to discuss the proposed recommendation concerning Alternative #1 listed under Section A, 6a (Page A-30) in the final report submitted by Nelson/Nygaard Consulting Associates.

Mr. Rolfe moved the following motion, which was seconded by Ms. Burns:

Motion: The MTA CAC recommends that the measurement for System Reliability (Service Standard A, 1a) recommended in the San Francisco Municipal Railway (Muni) Proposition E Municipal Transportation Quality Review Final Report submitted by Nelson/Nygaard Consulting Associates be change to "Actual departure times compared against published times (quarterly average for systemwide, mode, and division)" vice "Actual arrival times compared against published times (quarterly average for systemwide, mode, and division)".

The Motion failed.

(Norman Rolfe voted **yes**; Joan Downey, Mary F. Burns, Daniel Murphy voted **no**; Sue Cauthen **absent**).

Mr. Murphy moved the following motion, which was seconded by Ms. Burns:

Motion: The MTA CAC recommends that Alternative #1 listed under Section A, 6a (Page A-30) in the San Francisco Municipal Railway (Muni) Proposition E Municipal Transportation Quality Review Final Report submitted by Nelson/Nygaard Consulting Associates is adopted as a measurement.

The Motion passed.

(Joan Downey, Mary F. Burns, Daniel Murphy, Norman Rolfe voted **yes**; Sue Cauthen **absent**).

11. **Committee Members' Questions/Information Requests** (Agenda Item 11 – Discussion/Action). No Questions/Information Requests submitted by members.

12. **Schedule Upcoming Meetings and Agenda Items** (Agenda Item 12 – Discussion/Action).

- Ms. Burns volunteered to serve as Acting Chair during the Committee's June 21st meeting.

Agenda Items to be discussed:

- Department of Parking & Traffic Criteria for Red Zoning (Red Tipping) Residential Driveway.
- Rescue Muni J, L, M & N Lines Recommendations.
- Department of Parking & Traffic Service Standards.
- Wayside Fare Collection Working Group (WAFER) Fare Policy Options.
- Transit Operators smoking aboard vehicles at layover locations.

13. **Adjournment** (Agenda Item 13). The Chair adjourned the meeting at 5:26pm.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)
[former Service, Reliability and Quality Committee (SRQC)]

**Notice of Regular Meeting and Agenda
for**

**Monday, June 21, 2004 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Ellen Hayes,
Griffith Humphrey, Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(1 Vacancies)

Notes:

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**Municipal Transportation Agency Citizens' Advisory Council
401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524
(415) 554-6873 FAX (415) 554-4103**



Disability Access

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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, June 21, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of May 17, 2004 [Attachment] (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	Department of Parking & Traffic Criteria for Red Zoning (Red Tipping) Residential Driveway (Discussion/ Action) Jack Fleck (Director, Traffic Engineering [DPT])	3:20
6.	Rescue Muni J, L, M & N Lines Recommendations [Attachment] (Discussion/Action) Jack Fleck (Director, Traffic Engineering [DPT])	3:40
7.	Department of Parking & Traffic Service Standards [Attachment] (Discussion/Action) Jack Fleck (Director, Traffic Engineering [DPT])	4:00
8.	Wayside Fare Collection Working Group (WAFER) Fare Policy Options (Discussion/Action)	4:45
9.	Committee Members' Questions/Information Requests (Discussion/Action)	5:00
10.	Schedule Upcoming Meetings and Agenda Items [Attachment] (Discussion/Action) Next regular meeting: July 19, 2004, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	5:05
11.	Adjournment	5:10

Attachments:

Agenda Item 2 –

OCSC Draft Minutes of May 17, 2004

Agenda Item 6 -

Rescue Muni Recommendations Worksheet

Agenda Item 7 -

Department of Parking & Traffic Service Standards Report – 3rd Quarter-Fiscal Year 03/04

Agenda Item 10 -

Tentative Topic Calendar

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Referred Item to Committee:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Tentative Topics from July 19, 2004 Meeting: To be determined.

Follow-up Items:

- 17-PARKMERCED Quality of Service
- Affects of Closure of the Golden Gate Park Music Concourse on the 44-O'Shaughnessy.
- 39-Coit Service Improvement
- Passenger Service Report (PSR)
- Rescue Muni J, L, M & N Lines Recommendations
- Wayside Fare Collection Working Group (WAFER)
- Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy
- Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units
- Department of Parking & Traffic (DPT) Driveway Parking Violation Enforcement
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Plan for Meeting Service Standards Goals

Quarterly Update: Cable Car



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Operations & Customer Service Committee (OCSC)

**MINUTES
of
Regular Meeting**

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AUG 17 2004

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Monday, June 21, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA

90.337
21/04
1. **Call to Order/Roll Call** (Agenda Item 1). The regular meeting of the Municipal Transportation Agency (MTA), Citizens' Advisory Council (CAC), Operations & Customer Service Committee (OCSC) was called to order at 3:13 p.m. Mary F. Burns (Acting Chair) presided. A quorum was present including the following:

Committee Members Present at Roll Call: Mary F. Burns (departed 4:00pm), Daniel Murphy, Norman Rolfe.

Committee Members Absent: Joan Downey (Chair), Sue Cauthen.

Council Members Present: Bruce Oka (Pro Tempore Committee Member).

MTA - Department of Parking & Traffic (DPT) Staff Present: Jack Fleck (Acting Deputy Director/City Traffic Engineering).

2. **Adopt Minutes of May 21, 2004** (Agenda Item 2 - Discussion/Action). At the request of the Council Secretary, the Acting Chair deferred minutes to the Committee's next meeting.

3. **Public Comment** (Agenda Item 3). No public comment was given.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). No report was given.

5. **Department of Parking & Traffic Criteria for Red Zoning (Red Tipping) Residential Driveway** (Agenda Item 5). The Secretary distributed an information sheet concerning no parking zones (red curb) [attachment] to Committee Members. Jack Fleck (Acting Deputy Director/City Traffic Engineering [DPT]) stated that the handout was in response to a Request for Information (Request #041904) regarding the Committee's inquiry into the denial of Rosie West's request for driveway red zoning. Mr. Fleck explained that the policy concerning red tipping of residential driveways addressed both residents' concerns about entering and exiting their driveway, and an attempt to preserving (on street) parking. He stated that at the driveway edges to provide clearance for vehicles entering/leaving a driveway edges of 10 feet or wider and/or with 14 feet to 18 feet of adjacent unmarked curb shall not be



painted red unless need can be demonstrated. Mr. Fleck pointed out that the policy reflects a recent change from 19 to 18 feet. He explained that there is a \$60.00 driveway evaluation fee that the resident pays and another \$50.00 is paid for the Traffic Service Technician that actually does the marking. Mr. Fleck commented that there were certain considerations made before approving red zoning a residential driveway, i.e., safety of vehicle entering/exiting driveway, street size, etc. He stated that possibly Ms. West's residential driveway measurement might have not met the previous measurement requirement. Considering the revision to the policy, Mr. Fleck suggested that Ms. West should reapply considering the revision to the policy.

Responding to Ms. West's concern that her neighborhood does not receive the same attention for registering driveway red zoning as compared to other neighborhoods, Mr. Fleck explained that there's a backlog of request for red zoning residential driveway and additional staff has been requested. He commented that red zoning a residential driveway was not normally a safety issue and DPT's priority is safety issues.

6. Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 6 – Discussion/Action). Referring to the attachment to Agenda Item 6, Mr. Fleck explained that the list of recommendations had been presented before the Downtown Street Management (DSM) meeting. It was determined that DPT would support M-Line Items recommendations 3, 9, 14, 17, 18 and 20, and funding was being sought to effect improvements. He stated that N-Line Item recommendation 10 (Cole Street) was more of a Muni issue and he was not aware of the outcome of the DSM's determination regarding this item.

7. Department of Parking and Traffic (DPT) Service Standards (Agenda Item 7 – Discussion/Action). The Secretary distributed copies of DPT's Service Standards Report that had been presented to the MTAB by Bond Yee (Executive Director, DPT). Mr. Fleck gave the Committee an overview of the presentation and responded to Committee Members questions.

Mr. Fleck discussed the Council's recommendations to DPT's Service Standards and commented that:

- The Department supports the recommendation regarding the Transit First Policy and plans to conduct specific training on the policy.
- The Department agreed with the recommendation that Service Standards include measures of enforcement effectiveness. The Department currently uses a database system tied to a San Francisco Police Department (SFPD) system and access to all information was not always available. As the City develops its 311 System, which would have associated tracking information, better access to information could be achieved.

Mr. Fleck commented regarding the Council's recommendation concerning tracking the number of annual pedestrian injuries and fatalities as a measurement, he stated that pedestrian injuries and fatalities numbers were tracked very closely as provided in the Department's Annual Collision Report that had been distributed to all Council Members.

Ms. Burns indicated that she would have to depart the meeting at this time. A quorum was maintained with the appointment of Mr. Oka as a Pro Tempore Committee Member in the absent of Ms. Downey (attachment).

Mr. Rolfe moved the following motion, which was seconded by Ms. Burns:

Motion: Mr. Murphy served as Acting Chair in lieu of Ms. Burns.

The Motion passed.

(Mary F. Burns, Daniel Murphy, Norman Rolfe, Bruce Oka voted **yes**; Sue Cauthen, Joan Downey **absent**).

Ms. Burns departed at 4:00pm.

Mr. Murphy suggested that the standards include more customer service measurements as opposed to internal measurements.

Addressing the Committee's Request for Information #120403-1 in which Ms. Downey requested clarification of instructions provided to Parking Control Officers (PCOs) when controlling traffic at congested intersections, Mr. Fleck distributed copies of the DPT's Enforcement Division Parking Control Officers (PCOs) Training Manual [attachment]. He stated that the manual states that in heavily congested situations, when an exceptionally large number of motorists are making right turns hold back pedestrians to give precedence to the vehicular traffic. Such action will clear the intersection quickly. He commented that PCO when directing traffic have a general overview of traffic conditions and street situations. In some instances pedestrians may experience a brief delay when desiring to cross an intersection, but it is important to ensure traffic flows when congestion occurs.

8. Wayside Fare Collection Working Group (WAFER) Fare Policy Options (Agenda Item 8 – Discussion/Action). Mr. Murphy (Acting Chair) deferred Agenda Item 8 to the Committee's next meeting. Mr. Murphy stated that he intends the staff presentation to Michael Burns (Executive Director, MTA) and would report back to the Committee.

9. Committee Members' Questions/Information Requests (Agenda Item 9 – Discussion/Action). No Questions/Information Requests submitted by members.

10. Schedule Upcoming Meetings and Agenda Items (Agenda Item 11 – Discussion/Action). Mr. Murphy (Acting Chair) identified the following agenda topics for the Committee's next meeting:

- Affects of Closure of the Golden Gate Park Music Concourse on the 44-O'Shaughnessy.
- Wayside Fare Collection Working Group (WAFER) Fare Policy Options.
- Proposed motion: The MTA CAC recommends that the Municipal Railway (Muni) issue a reminder to Operators that times given at intermediate time points on schedule are departure times.

11. **Adjournment** (Agenda Item 11). Mr. Murphy (Acting Chair) adjourned the meeting at 4:36pm.

Attachments:

Agenda Item 5 –

No Parking Zones (Red Curb) [Revision 1 – June 11, 1003, Page 10 of 19]

Agenda Item 7 –

Pro Tempore Committee Appointment (Bruce Oka)

Department of Parking & Traffic Service Standards Report Fiscal Year 2005

Department of Parking and Traffic – Enforcement Division – Parking Control Officers Training Manual (Revised 04-99)



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)
[former Service, Reliability and Quality Committee (SRQC)]

**Notice of Regular Meeting and Agenda
for**

**Monday, August 16, 2004 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(2 Vacancies)

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401 Van Ness Avenue Room 334 - San Francisco, CA 94102-4524**

(415) 554-6873 FAX (415) 554-4103 08-11-04P02:45 RCVD



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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, July 19, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of May 17, 2004 , June 21, 2004, July 19 [Attachment] (Discussion/Action)	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	Golden Gate Park Music Concourse & 44- O'Shaughnessy (Discussion/Action).	3:20
6.	Wayside Fare Collection Working Group (WAFER) Fare Policy Options [Attachment] (Discussion/Action) Ann Carey	3:25
7.	Bus Speaker Maintenance & Automated Announcements (Discussion/Action)	3:50
8.	Ball Park Service (Discussion/Action)	4:10
9.	Committee Members' Questions/Information Requests (Discussion/Action)	4:30
10.	Schedule Upcoming Meetings and Agenda Items [Attachment] (Discussion/Action) Next regular meeting: September 20, 2004, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:35
11.	Adjournment	4:40

Attachments:

Agenda Item 2 –

OCSC Draft Minutes of May 17, 2004, June 21, 2004, July 19, 2004

Agenda Item 6 -

Briefing – Muni Fare Collection Program – Findings and Next Steps (Booz Allen Hamilton [June 24, 2004])

Agenda Item 10 -

Tentative Topic Calendar

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Referred Item to Committee:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Tentative Topics from July 19, 2004 Meeting: To be determined.

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- 39-Coit Service Improvement
- Passenger Service Report (PSR)
- Rescue Muni J, L, M & N Lines Recommendations (put bollards on Irving & Arguello; St Francis Circle ped barriers)
- Wayside Fare Collection Working Group (WAFER)
- Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy
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- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Plan for Meeting Service Standards Goals

Quarterly Update: Cable Car



City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)
[former Service, Reliability and Quality Committee (SRQC)]

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for

SEP 14 2004

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Monday, September 27, 2004 at 3:00 pm

401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

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(2 Vacancies)

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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Rescheduled Regular Meeting
Monday, September 27, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Public Comment	3:10
3.	Report of the Chair (Discussion/Action)	3:15
4.	Wayside Fare Collection Working Group (WAFER) Fare Policy Options [Attachment] (Discussion/Action) Ann Carey	3:25
5.	Bus Speaker Maintenance & Automated Announcements (Discussion/Action)	3:50
6.	Communication Update (Discussion/Action) attachment Motion: The MTA CAC recommends that the Municipal Railway (Muni) adopt the attached list of communication improvements.	4:20
7.	Committee Members' Questions/Information Requests (Discussion/Action)	4:45
8.	Schedule Upcoming Meetings and Agenda Items [Attachment] (Discussion/Action) Next regular meeting: October 18, 2004, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:55
9.	Adjournment	5:00

Attachments:

Agenda Item 7 -
Communications

Agenda Item 8 -
Tentative Topic Calendar

Attachment Agenda Item 7

Communication from...	Rescue Muni Recommendation	<u>Muni response</u>	<u>OCSC Status</u>
Central Control to Operators	Information from Central Control to operators Too often when there is a problem, the drivers are not aware of it. If they were made aware of the problem, they could make an announcement to their passengers and give helpful responses to questions. Is notification of drivers part of the procedures that Central Control has when a problem that will effect the Metro lines? If there is, it is seldom carried out. If there isn't, please add that the drivers should be kept informed of all problems that will effect the passengers commute.		Paul will send a reminder to the appropriate staff
Operators to Passengers	Voice communication about delays And too often, the drivers do not communicate to the passengers the reason for delays. Sometimes it's a car double-parked in front of the streetcar that the passengers in the back can't see, for example. The drivers should keep the passengers informed about what is causing the delay – most passengers would appreciate this information and it helps them understand why their commute is delayed.		Paul will send a reminder to the appropriate staff
Management to Passengers	Post explanations for major delays When there is a major outage, please re-institute your practice of explaining the delay in a poster in each station the following day with an apology. Again, keeping the passengers informed helps them to understand the complexity of the system.		Paul will send a reminder to the appropriate staff

Communication from...	Rescue Muni Recommendation	Muni response	QCSC Status
Management to Passengers	Service statistics on website At a Rescue Muni general meeting in a January, 2000 Director Burns agreed to post service statistics on the Muni website. In a January 23, 2000 letter we reminded him of his promise and asked for vehicles available for service, personnel available to operate, and runs not operated.	February 25, 2000 Burns said that "posting performance indicators is something which we should consider"	Paul will check on the possibility
Management to Passengers	Emergency subway replacement service In a February 3, 200 letter we recommended that Muni use the PA system to advise passengers in subways, that in addition to surface buses, outbound passengers might consider use of BART.	February 17, 2000 Muni "will consider the recommendation"	Paul will send a reminder to the appropriate staff
Management to Passengers	Posting Schedules In a January 23 2000 letter we recommended that schedules be posted at stops	February 25, 2000 "This project has been granted high priority"	Paul will find out what the status is
Management to Passengers	Connecting Route information In an April 15, 2002 letter it was recommended that connecting route information, or as a first step, schedule information with explicit stop locations be deployed.		When the Muni map is rewritten, consider including some of the connecting info. Paul will find out status of map update.
Management to Passengers	Intermodal connections In an April 11, 2002 letter Rescue Muni recommended that Muni work with BART and Caltrain to adopt maps and signage and posted schedules		Continue...

Communication from...	Rescue Muni Recommendation	<u>Muni response</u>	<u>OCSC Status</u>
Management to Passengers	Nextbus display RM recommends a Nextbus display monitor in the station agents booth. <i>Added recommendation at CAC 8-5-2004 meeting: add Nextbus display monitor at the Church & Duboce booth.</i>	May 8, 2002 "Staff will be looking into various display options to ensure Muni provides accurate, relevant and descriptive information to its riders."	Add this recommendation to WAVER since stations will be rewired.
Management to Operators	Metro Shutdown When buses substitute for LRV service, operators must be told that the stops should conform to the LRV stops. (June 18, 2002)	July 16, 2002 Burns says that "this policy is in place for all Metro bus substitutions, and I have directed supervisory staff to emphasize this point once again to operators and inspectors."	Paul will send a reminder to the appropriate staff
Management to Passengers	Passenger Education Messages Needed ◆ Don't leave your trash on Muni. ◆ Take your backpack off to make room for passengers. ◆ Don't put your feet on the seat. ◆ Please don't block the doorway.	(no letter from RM on record)	Paul will pass on recommendations to Marketing
Management to Passengers	Encourage cultural events to advertise Muni access more than parking alternatives.	(no letter/position from RM on record)	JD will write a draft letter than DM will send out.

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Referred Item to Committee:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Follow-up Items:

- 17-PARKMERCED Quality of Service
- Affects of Closure of the Golden Gate Park Music Concourse on the 44-O'Shaughnessy.
- 39-Coit Service Improvement
- Passenger Service Report (PSR)
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle ped barriers)
- Wayside Fare Collection Working Group (WAFER)
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- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
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- Municipal Railway (Muni) Plan for Meeting Service Standards Goals

Quarterly Update: Cable Car



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)
[former Service, Reliability and Quality Committee (SRQC)]

**Notice of Regular Meeting and Agenda
for**

**Monday, October 18, 2004 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(2 Vacancies)

Notes:

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**Municipal Transportation Agency Citizens' Advisory Council
401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524
☎(415) 554-6873 FAX (415) 554-4103**



Disability Access

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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Regular Meeting
Monday, October 18, 2004 at 3:00pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Public Comment	3:10
3.	Report of the Chair (Discussion/Action)	3:15
4.	Wayside Fare Collection Working Group (WAFER) Fare Policy Options [Attachment] (Discussion/Action) Ann Carey	3:20
5.	Operational Impacts on Metro Service of Overhead and Other Construction (Discussion/Action)	3:50
6.	Operational and Customer Service of Layoffs (Discussion/Action)	4:10
7.	39 Coit Update (Discussion/Action)	4:30
8.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
9.	Schedule Upcoming Meetings and Agenda Items [Attachment] (Discussion/Action) Next regular meeting: November 15, 2004, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:55
10.	Adjournment	5:00

Attachments:

Agenda Item 9 -
Tentative Topic Calendar

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Referred Item to Committee:

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- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Plan for Meeting Service Standards Goals
- Communication Issues (see chart) in March 2005

Quarterly Update: Cable Car



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)
[former Service, Reliability and Quality Committee (SRQC)]

**Notice of Regular Meeting and Agenda
for**

**Monday, November 15, 2004 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Regular Meeting

Monday, November 15, 2004 at 3:00pm

401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Public Comment	3:10
3.	Report of the Chair (Discussion/Action)	3:15
4.	Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups (Discussion/Action)	3:20
5.	PSR Update (Discussion/Action)	3:40
6.	Cable Car Update (Discussion/Action)	4:00
7.	Operational and Customer Service Impacts of Layoffs (Discussion/Action)	4:20
8.	39 Coit Update (Discussion/Action)	4:45
9.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
10.	Schedule Upcoming Meetings and Agenda Items [Attachment] (Discussion/Action) Next regular meeting: January 17, 2005, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:55
11.	Adjournment	5:00

Attachments:

Agenda Item 10 -
Tentative Topic Calendar

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)
(former Service, Reliability and Quality Committee [SRQC])

Tentative Topic Calendar

Referred Item to Committee:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

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- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Plan for Meeting Service Standards Goals
- Communication Issues (see chart) in March 2005

Quarterly Update: Cable Car



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

[former Service, Reliability and Quality Committee (SRQC)] DOCUMENTS DEPT.

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**Notice of Cancellation of Regular Meeting
for**

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**Monday, December 20, 2004 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA**

12-15-04 10:13 AM

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(2 Vacancies)

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Notes:

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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for**

**Monday, January 24, 2005 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
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(2 Vacancies)

Notes:

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01-19-05P02:55 RCVU



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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Regular Meeting
Monday, January 24, 2005 at 3:00pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Public Comment	3:05
3.	Report of the Chair (Discussion/Action)	3:10
4.	Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups (Discussion/Action)	3:15
5.	39 Coit Update (Discussion/Action)	4:45
6.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
7.	Schedule Upcoming Meetings and Agenda Items [Attachment] (Discussion/Action) Next regular meeting: February 14, 2005, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:55
8.	Adjournment	5:00

Attachments:

Agenda Item 5

Agenda Item 9 -
Tentative Topic Calendar

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Follow-up Items:

- 17-PARKMERCED Quality of Service
- Affects of Closure of the Golden Gate Park Music Concourse on the 44-O'Shaughnessy.
- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle ped barriers)
- Wayside Fare Collection Working Group (WAFER)
- Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy
- Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units
- Department of Parking & Traffic (DPT) Driveway Parking Violation Enforcement
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Plan for Meeting Service Standards Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Attachment Agenda Item 5
Coit Tower Trail Run

Below the line is a write-up of our current status, similar to one that we submitted to the THD publication, *The Semaphore*, for publication in the next issue.

After some delay, we plan to have a rather detailed implementation plan drafted by the end of this month. One key aspect of this is our desire to route the 39 Coit by Pier 39 and at least one more current F-line stop for the purposes of this trial.

Bill Seelinger

THD LOOKS TO SUMMER FOR TRAFFIC-JAM FREE-UP TRIAL AT COIT TOWER

For more than two years, the Telegraph Hill Dwellers' Parking & Traffic committee has been working with Muni, the Department of Parking & Traffic, and others on possible solutions to the egregious queues of up-to 50 cars winding down below the Coit Tower parking lot - down Telegraph Hill Boulevard and sometimes even onto Lombard Street - on weekends and holidays. These queues have been forming for many years, and serve as a blot on the City and its face to visitors, spew air pollution, and impede legitimate access (such as police and fire vehicles) to the Tower. It is also impossible for the Telegraph Hill bus - the 39 Coit - to run on time, and it has far fewer riders than it could and should accommodate.

Cars often stop-and-creep their way up the hill for 20 minutes or more, to work their car up to the lot. And, the lengthy queue of cars would be much longer if a very large part of the cars that enter the queue - often more than half of those that enter - didn't get discouraged and make a dangerous turnaround in the middle of Telegraph Hill Blvd.- and leave disappointed. How often does a driver get caught in a traffic jam any where else in the city that takes 20 minutes or more to get through?

The committee has agreed, and presented to the public preliminarily, that the best solution to eliminate the queues is totally to eliminate visitor parking (except handicapped) during these peak periods -- leaving visitors the options of arriving via the 39 Coit bus, taxi, limo, walking, or being dropped off by a friend (who must then immediately exit the lot - such as in front of an airline terminal today - and drive away).

Neighbors, who live near the Tower lot, regularly use it as a neighborhood parking lot during all hours of the day and night throughout the week. Representatives of these neighbors have repeatedly resisted any change that might jeopardize their ability to park there. Many other people, however, feel that the setting at the base of Coit Tower is too significant to be used as an ordinary parking lot, which they view as an eyesore in this venue, and advocate no parking there at all. Those who hold this view would rather the space be designed artistically as a piazza, garden, or as some other aesthetically appropriate setting for the Tower - that it is a special "public space" and should be used as such.

The committee has determined that the elimination of visitor parking and the presence or absence of neighbor parking are totally separate issues. Neighbors' cars could be parked in the

present spaces, and visitors who do drive to the lot could still be required to turn around, drop off their passengers (if any), and drive their cars back down the hill, without one interfering with the other.

Based on this, for the purposes of the trial, it is intended that neighbors would be allowed to park there (neighbors don't create the queues, because of the very small volume of their coming and going). However neighbors who arrive when there is no free space available would be required to descend the hill immediately and try again later, and not wait for a space, which would impede all traffic. Because of levels of neighbor usage that the committee has measured repeatedly, it is unlikely that the latter would happen very often.

The status of the trial planning at present is that the committee is attempting to get a clear, official attorney opinion on the legality of allowing neighbors (with red "A" stickers or designated otherwise) to park at the Tower lot and not others. There appear to be existing precedents for this, but a final determination has not yet been made.

Muni and the Department of Parking & Traffic continue to be available to work with the committee on this project. Another resource is the monthly meetings of the Muni Citizens Advisory Committee, which has let us know that it welcomes community ideas to improve neighborhood transportation. Easy-to-use Telegraph Hill transit and clear, unpolluted streets will benefit both entities and our community.

The committee would like to mount the trial this-coming summer, when traffic is at its highest level.

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Operations & Customer Service Committee (OCSC)

FINAL MINUTES of Regular Meeting

Monday, January 24, 2005 at 3:00 p.m.

401 Van Ness Avenue, Room 308 (Main Conference Room 312)

San Francisco, California

1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:03 p.m., Monday, January 24, 2005. Joan Downey (chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, Norman Rolfe.

OCSC Members absent at Roll Call: Sue Cauthen, Daniel Murphy

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT] Present: Paul Czechowicz (MTA CAC Liaison), Jerry Robins (DPT).

Community Representatives Present: Rosie West

2. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not**

noted on the agenda

Ms. Rosie West, concerned as to the use of buses or railcars, the mode of transportation for the M Oceanview line is inconsistent. Paul Czechowicz will check for any information on the irregularities in vehicle use, but he would also like Ms. West to prepare a log of dates and times noting the variations.

3. Report of the Chair: Joan Downey (OCSC Chair)

No report was prepared for the OCSC meeting, however, last Saturday, due to repairs on a sewer break by the Water Department between Arguello and 2nd on Irving, the N Judah driver would not allow passengers to exit at the turn-around at Carl and Hillway. Paul Czechowicz responds that this short-term problem during repairs is an issue for the PUC Water Department.

4. Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Group: Jerry Robins from DPT

OCSC committee is very concerned about Parking Citation Officers (PCO) who focus on residential parking permits, yet overlooking other violations, such as, sidewalk parking. Mr. Robins gave an overview of the deployment of PCOs. Citations for Street Cleaning have been the most frequent of offenses along with residential parking and meter violations. Due to low staff, DPT is conceiving to reconfigure San Francisco's coverage areas to fit the present staff, thus increasing the effectiveness of enforcement.

a) Rosie West would like to see more citations for parking on sidewalks and blocking driveways. Mr. Robins responds that such citations are by owners' requests due to possible family members and visiting friends utilizing the space.

b) Ms. West also noted problems with double-parking, which often impedes transit flow. Sue Cauthens has observed PCOs not citing limousines blocking traffic and the 39 Coit bus. Norman Rolfe recalls that there were codes for blocking transit vehicles. Mr. Robins responds listing that blocking streetcar tracks would be impeding traffic; the double-parking double fine legislation went into affect 5 years ago for areas such as Geary street and some ten other areas throughout the city. Dan Murphy observed that on Cole between Carl and Parnassus streets, lined up doubled-parked delivery trucks, blocking the transit lines 6, 37, 43, and the N Judah lines have often been shut down transit in the area, thus forcing transit into wait time until these trucks finish there deliveries. Mary Burns pointed to double-parking in the West Portal area. Sue Cauthen reports the same problem in Northbeach area around Montgomery, Stockton, Filbert and Union Streets. Norman Rolfe added Polk Street. Joan Downey would like to see DPT restore double fines for double-parking in busy corridor areas.

c) Joan Downey inquires about PCO community liaisons. Mr. Robins responded that liaisons are still available to speak at community meetings.

d) Dan Murphy, along with Joan Downey and Rosie West would like the DPT to concentrate on sidewalk parking. Citations for such violations on a complaint bases is a gross disregard for handicapped pedestrians, such as the blind, lost limbs, wheelchair bound and arthritis sufferers.

Mr. Murphy recommends the council to take a strong stand against DPT's reorganization plans that do not include increased focus on sidewalk parking violators as part of general violations.

e) To request tow services for parking violations call 553-1200. The hotline for suspected handicap program violations, you can call 554-9818 with location and description-type information. Joan Downey suggests also adding the reporting of handicap violations to the menu for 553-1200, especially since it is a more popular and easier number. Both Joan Downey and Mary Burns have noted due to the time of day the possibility of violations by employees of medical facilities at West Portal and UCSF.

5. **39 Coit Update:** Sue Cauthen (Discussion/Action)

Telegraph Hill Dwellers group is requesting preferential parking for neighbors and merchants only; all other vehicles parked for sightseeing purposes should be prohibited with the exception of disabled placards. Sightseer should be dropped off thus to free up traffic congestion and transit flow for MUNI's 39 Coit Bus.

Ms. Cauthen would like to get the City Attorney more involved in CAC efforts to address parking and traffic issues. Joan Downey and Dan Murphy felt that the first step should be directed and channeled issues through Paul Czechowicz and Jerry Robins to the DPT department. There is cost involved and protocol is in place.

6. **Committee Members' questions/Information Requests:** (Discussion/Action)

Review points of discussion from point 4 of the agenda on delivery trucks double-parked. Sue Cauthen suggests if it may be possible for delivery trucks to narrow their schedules in certain areas to specific time slots, such as 6:00 a.m.

7. **Schedule Upcoming Meetings and Agenda Items:**

8. **Adjournment:** 4:45 p.m.

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City and County of San Francisco**Municipal Transportation Agency****Citizens' Advisory Council****Operations & Customer Service Committee (OCSC)****DOCUMENTS DEPT.****Notice of Regular Meeting and Agenda****for****Monday, February 14, 2005 at 3:00 pm****401 Van Ness Avenue, Room 308 (Operations Conference Room 312)****San Francisco, CA**

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Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,

Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver

(2 Vacancies)

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401 Van Ness Avenue Room 334 - San Francisco, CA 94102-4524

Phone (415) 554-6873 FAX (415) 554-4103

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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, February 14, 2005 at 3:00pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time

1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of January 6, 2005 (Attachment)(Discussion/Action)	3:03
3.	Public Comment	3:05
4.	Report of the Chair (Discussion/Action)	3:10
5.	Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups - Jerry Robbins (Discussion/Action)	3:15
6.	Enforcement Policies for tour busses parked with engines running, transit lane/tow zones, etc. Commander Harper (Discussion/Action)	4:00
7.	39 Coit Update (Discussion/Action)	4:45
8.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
9.	Schedule Upcoming Meetings and Agenda Items [Attachment] (Discussion/Action) Next regular meeting: March 21, 2005, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:55
10.	Adjournment	5:00

Attachments:

Agenda Item 8 -
Tentative Topic Calendar

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Follow-up Items:

- 17-PARKMERCED Quality of Service
- Affects of Closure of the Golden Gate Park Music Concourse on the 44-O'Shaughnessy.
- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle ped barriers)
- Wayside Fare Collection Working Group (WAFER)
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- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy
- Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units
- Department of Parking & Traffic (DPT) Driveway Parking Violation Enforcement
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Plan for Meeting Service Standards Goals
- Communication Issues (see chart) in March 2005

Quarterly Update :

- Cable Car
- Passenger Service Report (PSR)

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Operations & Customer Service Committee (OCSC)

FINAL MINUTES

of

Regular Meeting

Monday, February 14, 2005 at 3:00 p.m.

401 Van Ness Avenue, Room 304 (Main Conference Room)

San Francisco, California

1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:00 p.m., Monday, February 14, 2005. Joan Downey (chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, Sue Cauthen, Norman Rolfe.

OCSC Members absent at Roll Call: Daniel Murphy

OCSC Members absent:

MTA Staff

MUNI Present (San Francisco Municipal Railway): Deborah Denison (Acting CAC-OCSC Liaison), and Debra Reed (CAC-OCSC Secretary).

DPT Present (Department of Parking and Traffic): Jerry Robbins (DPT-AICP, Principle Transportation Planner), Marie Holland (DPT-Mgr Parking Citation Officers 587/588 unit), and Janet Michaelson (DPT-Dir Constituent & Special Projects).

Community Representatives Present: David Pilpel**2. Adopt Minutes of January 24, 2005**

Minutes of January 6, 2005 MTA CAC meeting were adopted

Move to adopt the minutes with the necessary corrections:

- a) Correct Joan Downey's comment (names of streets) on page 1
- b) Correct Norman Rolfe's comment on page 1

2nd by Mary Burns

OCSC passed unanimously

3. Public Comment:

David Pilpel distributed a memo from MUNI Executive Director Michael Burns regarding Potential Balancing Plans for the MTA FY06 Budget. The MTA Board will be meeting on Tuesday, February 15, 2005.

4. Report of the Chair: Joan Downey (OCSC Chair)

A complaint was E-mailed to Ms. Downey from Steve Gersil regarding Sacramento transit lanes. The problem was referred to Jerry Robbins with DPT. Mr. Gersil's most recent communiqué indicated that he has noticed some improvement.

5. Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Group: DPT representatives Jerry Robbins, Marie Holland and Janet Michaelson

The OCSC committee received a well-written Enforcement Deployment Study from Mr. Robbins.

Comments from Joan Downey:

- a) On the list of goals for DPT established by the Enforcement Deployment Committee, Ms. Downey would like to see listed high on the list a goal of making public transit run efficiently and reliably.
- b) Being that the funding will expire in connection with temporary PCOs hired for the Octavia Boulevard project, what will happen to those 17 temporary PCOs? Ms. Holland responded that by the end of the funding, all 17 PCOs would be laid off.
- c) Has DPT been able to use some of the PCOs out on workers comp for light duty? Ms. Holland responded that of the 14% out, DPT has been able to work with 1%. Many PCOs are suffering from rear-end accidents.
- d) In writing all types of citations including sidewalk citations, Ms. Downey is being told by PCOs that sidewalk citations are still written on a complaint initiated bases. Ms. Holland responded that

PCOs are trained to write citations for all violations. Ms. Michaelson added that sidewalk enforcement may be a management issue.

e) While the DPT has guidelines stating that if all 4 wheels are on the sidewalk or there is not adequate space for a wheelchair or a baby stroller access, Ms. Downey recalled that there is a State law, which says if you are on the sidewalk, any blocking. Ms. Michaelson responds that there are residences with short driveways where upon pulling all the way up to the garage, the rear bumper may overhang a bit, but still leave ample room for wheelchair and baby stroller access. Those persons are trying to park as close to the house as possible and there is plenty of flat sidewalk before the street-dip for passersby. But as for those people who are absolutely in the middle of the sidewalk they are clearly blocking pedestrian traffic. Daniel Murphy commented that there are also street-design issues where traffic moves to close to parked cars, a CalTrans issue. Ms. Michaelson responded that on some streets, people have a problem with being sideswiped by passing vehicles and therefore will park with 2 wheels on the sidewalk to avoid getting hit.

f) Ms. Downey questions expanding the citation watch of PCOs assigned to Street Sweeping detail to include other violations upon the completion their route should time permit. Mr. Robbins mentioned that in looking for ways to make these routes more productive DPW is also considering rearranging the street sweeping routes to coincide with garbage days, sweeping up debris inadvertently left behind by scavenger trucks.

g) From page 16 of the report does \$1 million for the RPP program cover administration and 25 CPOs enforcement? Ms. Michaelson will research the question.

h) From page 17, when the enforcement called out on a blocked-driveway complaint, what is the procedure? Mr. Robbins said that the car should be ticked first. The CPO may then try to locate the owner of the offending vehicle before calling tow services.

i) From page 18, the recommendations on the illegal usage of disabled placards should be more prominently advertised. In the Cole Valley Improvement Association newsletter the hotline number was recorded to notify people to report placard misuse. Reporters may be glad to do a story and publish the number. The 556-1200 should include a feature in the menu for reporting misuse of placards and disabled zones.

j) Explain the Boot and Scofflaw detail. Ms. Holland responded that actually if a PCO cites a vehicle and their hand-held unit indicates that the particular vehicle also has 5 other outstanding tickets, the PCO relays that information to the Boot detail. The Boot van comes out to verify violations and Boot the car. Mr. Murphy asked the difference between Boot and Scofflaw. Ms. Holland responded that Boots will boot cars and Scafflaw will tow them. Scafflaw will 1) tow vehicles if not enough boots are available, also 2) should the vehicle not be redeemed by the owner within 72 hours, the Scafflaw team backs up the Boot team as the boot is removed to then tow the vehicle.

k) From page 18, a total of 93 days out of a year (83 days for baseball games plus 10 days for football games) PCOs are taken from general enforcement to be use for traffic management during these special events, which significantly impacts City revenue.

l) From page 25, is there a way the MUNI PSR system could be used with DPT in logging complaints? Ms. Michaelson responded that MUNI and DPT are presently discussing how they will work together on complaints and various other things.

m) From page 26, how do supervisors determine what an acceptable level of performance is? Ms. Holland explained that supervisors conduct ride-along observations. Supervisors are already familiar with the patterns of their particular areas and revenue generated.

n) From page 26, item 4, what is meant by PRWT? Mr. Robbins responded that those were the call-letters for the contractor. Ms. Downey asked that the contractor's name be spelled out.

o) From page 27, item 3, what are the current strategies in place to reduce workers compensation and other absences? Mr. Robbins explained that the DPT staff includes a fulltime employee dedicated to workers compensation issues. He uses many different strategies, including training which prevents injuries, follow-up on employees currently out on workers comp.

p) In working with the Mayor's office to revise State law on Disabled Placards, what would those revisions be? Mr. Robbins explained that presently disabled persons do not have to pay parking meters and are not subject to any time limit, whereas other states do require meter feeds and time limits.

q) From page 28, item 5, allow uniformed PCOs to ride MUNI vehicles free of charge, do PCOs use MUNI as part of their job? Mr. Robbins explained after working several blocks, returning to their vehicle, traveling to parking lots, gassing up, etc. depending on what the assignment may be. PCOs have complained that MUNI operators would not allow them free passage on the bus. Daniel Murphy explained that while the DPT identification card would not be considered a free pass on MUNI, the DPT uniform on the other hand would be acceptable for free passage on MUNI. Ms. Holland explained that in times past, there were many PCOs working without a vehicle.

r) All PCOs should be trained on the City's Transit First policy.

Comments from Sue Cauthen

a) There are signs obscured by trees or signs that have been faded by the sun. It seems really unfair to cite people for violations when the signs are not visible. Mr. Robbins mentioned that PCOs generate a lot of sign complaints to the sign shop, i.e. graffiti, missing signs. Sign shops need to better prioritize their work. Ms. Downey in a conversation with DPW was told that they would not trim trees to uncover a sign. Daniel Murphy points out the safety hazard of trees blocking stop signs. Ms. Michaelson responded that trees are private property. Ms. Downey answered that the sidewalks belong to the city, but trees are the property owners responsibility. Debra Reed recalled that if an owner failed to repair their city owned sidewalk associated with their property, that the City would hire a contractor to fix the sidewalk and bill the owner even to the point of placing a lien on their property if not paid. As trees blocking stop signs constitute a safety hazard, why not apply the same program to private owned trees. David Pilpel suggested Barbara Moy, DPW Streets Use and Mapping, would be a good source to redirect questions of trees blocking signs. Daniel

Murphy suggested to table discussion for future meeting as trees blocking stop signs is NOT okay.

b) The most common Disabled Placard violation is using a placard that does not belong to you. Ms. Cauthen asked if say a wife drops her disabled husband off and finds a parking place using the placard, how is that handled? Ms. Holland responded that the PCO would ask her who did the placard belong to. At that point the wife could explain that she was parking the car for her disabled husband and the CPO would then escort her to her disabled husband as the placard owner and verify his permit papers.

c) Why are there fewer citations being written? Ms. Holland noted that as fines go up, violations go down.

Comments from Norman Rolfe

a) The report reflects 7 PCOs who have resigned, yet they are still reflected on the roster. Ms. Holland responded that once retirees start receiving their full retirement benefits, they are then dropped from the roster.

b) Are Disabled placards from out of town or out of state honored? Ms. Holland said yes, out of towners' Disabled placards are honored.

c) Trucks seemed to be exempt from tickets for double parking. Mr. Robbins explained that if there is no way for the truck to get to the curve and they are actively loading and unloading, California Vehicle Codes allows trucks to double-parked. Passenger vehicles, on the other hand, should still be cited.

Daniel Murphy asked what will be the path of the Enforcement Deployment Study report? Mr. Robbins responded that the report has been given to the MTA Board. The DPT Enforcement Deployment Committee is meeting and will continue to meet to implement many of the recommendations, look at additional issues, as well as include comments from today's (February 14, 2005) OCSC meeting. This is a beginning step.

Joan Downey is tracking the recommendations from the OCSC committee in a list. Mr. Robbins said that he would incorporate some of the suggestions in his report and forward the updated version to the OCSC in 3 months.

"Public Comment"

From David Pilpel

Mr. Pilpel would like to see narrative of the supervisors' responsibilities included in the report.

On pages 7 and 9 General Enforcement there is reference to tow responsibility, is there a reference to how many PCOs and locations. Mr. Robbins refers to tables 4 and 5 on pages 13 and 14.

Mr. Pilpel asked is it required of the PCO to remain present until the truck arrives and completes the tow? Ms. Holland responded that as the authorizing agency yes the PCO must remain during the process and make an inventory of content items in the offending vehicle. Mr. Pilpel

commented that PCOs also should cite other vehicles in the vicinity while waiting for the tow truck. Ms. Downey suggested that if tow trucks were not available that the PCO would still ticket the vehicle should be clarified in the text of the report.

6. Enforcement Policies for tour busses parked with engines running, transit lane, tow zones, etc.: (Discussion/Action) DPT Representative Jerry Robbins

Mr. Robbins distributed a copy of code SEC. 60.5 UNLAWFUL TO ALLOW PRIVATELY OWNED MOTOR COACH ENGINE TO RUN WHILE PARKED [(a) and (b)] from the San Francisco Traffic Code, November 2003 S-48.

Mr. Robbins said that while PCOs have the authority to cite busses in violation of SEC. 60.5 they have not been involved with bus violations. Ms. Holland said that PCOs have the authority to cite anything that is in violation of the Traffic code. PCOs are trained and inform through training bulletins. She has been working with supervision in charge of creating training bulletins to remind the PCOs to enforce SEC. 60.5, to make sure that PCOs enforce it correctly and that they are all knowledgeable.

Places of violation noted by the committee were Golden Gate Park across the street from the Japanese Tea Garden in the bus parking area, the Conservatory in the parking area behind the redwood trees, Twin Peaks and Alamo Park by Hayes Street.

7. 39 Coit Update: (Discussion/Action) OCSC Committee member Sue Cauthen

The Telegraph Hill Dwellers Parking and Traffic committee are going to do an operational test and community outreach beginning in the summer 2005. Meetings have been scheduled with MUNI executives, Bond Yee (DPT) and Peter Straus (MUNI). 12 community dwellers from one particular apartment complex met with the committee. They were very positive about using MUNI and to see results from various trials.

The committee is still waiting for a copy of the City Attorney's opinion saying the preferential parking is attainable. Jack Fleck responded but was reluctant to share from Mr. Herrera's view, City Attorney's views which belong to the public domain. Mr. Robbins was under the opinion that John Kennedy had some thoughts written out in an E-mail, but that these thoughts were not a formal opinion yet. However, should Ms. Cauthen request that Mr. Kennedy make it a formal opinion, that he would be happy to do so. Mr. Kennedy's E-mail has not been approved by his superior. Daniel Murphy explained that legal issues are an on-going topic, so it should be resolved for clarity purposes. Where Mr. Robbins suggested that a letter from the MTA CAC requesting his opinion might bring results, Mr. Murphy pointed out that at cost, the CAC would have to go through MUNI for funding to get the opinion. Informal chitchat from E-mails is not a formal opinion. Mr. Murphy in an upcoming Wednesday meeting will ask Michael Burns about an opinion for Coit Tower. Janet Michaelson suggested that Ms. Cauthen might still want to consider meeting with Recreation and Park, District 3 Supervisor Aaron Peskin and that perhaps DPT may also want to participate in the project as well.

8. Committee Members' Questions/Information Requests:

- a) Question from Mary Burns, Monthly MUNI Fast Passes are no longer being sold at Embarcadero, Powell or Civic Center stations as of January 25, 2005. Only the Montgomery station is currently selling passes and only for a limit time. Daniel Murphy see electronic vending machines as being ideal for selling passes. Joan Downey suggested sharing BART machines for selling passes. Debra Reed will refer the question to Paul Czechowitz.
- b) Question from Daniel Murphy that he has made several complaints to DPT to correct a street sign with a wrong block number mounted at the top. Janet Michaelson (DPT) will notify the proper division.
- c) Suggestion from Norman Rolfe that he would like the City's street signs to include St, Blvd, Ave, Alley, etc.
- d) Question from Joan Downey, is the 37 Corbette line still a "must fill route" or is it as it was when there were complaints? Ms. Downey received an E-mail that a person waited 50 minutes due to the bus had broken down. Would the "must fill," dispatch a bus as soon as possible, also apply in the case of a broken bus?
- e) Question from Joan Downey, can the committee have an up date on the Rescue MUNI recommendations?
- f) Joan Downey would like to discuss communication issues (chart).
- g) Question from Joan Downey, for the month of April can we discuss street signs obscured by private owned trees in need of trimming? Mary Burns also asked how does PGE handle tree-trimming issues?

9. Schedule Upcoming Meetings and Agenda Items:

- a) Monthly MUNI Fast Passes are no longer being sold at Embarcadero, Powell or Civic Center stations as of January 25, 2005.
- b) Joan Downey would like to discuss communication issues (chart).
- c) An up date on the Rescue MUNI recommendations.
- d) Signage.
- e) MUNI and DPT service standards 30 min on March meeting.

10. Adjournment: 5:07 p.m.

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OCSC March 21, 2005, agenda

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

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**Notice of Regular Meeting and Agenda
for
Monday, March 21, 2005 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(2 Vacancies)

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401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524
Phone (415) 554-6873 FAX (415) 554-4103**

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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, March 21, 2005 at 3:00pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
• 1	Call to Order/Roll Call	3:00

• 2	Public Comment	3:03
• 3	Muni and DPT Service Standards (Discussion/Action) What changed would we like to see for FY06? Deborah Dennison, Susan Chelone and Jim Kelly	3:05
• 4	Adopt Minutes of February 14, 2005 (Attachment)(Discussion/Action)	4:05
• 5	<u>Report of the Chair (Discussion/Action)</u>	4:07
• 6	Sidewalk Parking Policy (Discussion/Action) [Attachment] Why is the sidewalk parking policy only partially enforced? What should the ticketing priorities for PCOs be?	4:10
• 7	39 Coit Update (Discussion/Action)	4:45
• 8	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
• 9	Schedule Upcoming Meetings and Agenda Items [Attachment] (Discussion/Action) Next regular meeting: April 18, 2005, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:55
• 10	<u>Adjournment</u>	5:00

Attachments:

Agenda Item 4 -

Draft of February 14, 2005 Minutes

Agenda Item 9 --

Tentative Topic Calendar

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City and County of San Francisco Municipal Transportation Agency Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

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**FINAL MINUTES
of
Regular Meeting**

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**Monday, March 21, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Main Conference Room 312)
San Francisco, California**

1. Call to Order / Roll Call (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:07 p.m., Monday, March 21, 2005. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, Sue Cauthen, and Norman Rolfe.

OCSC Members Present, but absent at Roll Call: Daniel Murphy.

OCSC Members absent: None.

MTA CAC Members, not on this committee, but also present: None.

MTA Staff

MUNI Present (San Francisco Municipal Railway): Debra Reed (MTA CAC Secretary), Jim Kelly (Senior Operations Manager), Susan Chelone (Scheduling), and Deborah W. Denison (MUNI IT Project Director).

DPT Present (Department of Parking and Traffic): None.

Community Representatives Present: Rosie West.

2. Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:

Rosie West reported concerns about the missed schedules on various days during March 2005 with the M Ocean View lines. Jim Kelly offered to send the headway report for the days in question with the record of delay reasons. (Jim Kelly's Excel report, received 3-23-05 attached)

3. MUNI and DPT Service Standards: (Discussion / Action) Jim Kelly (MUNI Senior Operations Manager), Susan Chelone (MUNI Scheduling), and Deborah W. Denison (MUNI IT Project Director).

Ms. Denison distributed and reviewed copies of the "Actual Proposed to the FY06 Service Standards," the "Auditor's Recommendations" with MUNI's Response/Action taken, and the Nelson Nygaard Report at website <http://www.sfmuni.com/cms/rptpub/tqrrindx.htm>

Questions and Comments from the OCSC committee:

a) Norman Rolfe:

Operators are still being written up for "early arrival time." Mr. Kelly responded that the waiting of 5 minutes or more for time at one stop is an indication that the operator was aware that he or she was accumulating time all along from previous stops. Operators should be mindful of time at ALL the time points. They are responsible for the accumulation of that much time.

If a run is missing, can an inspector split the headway without falling short of Service Standards? Ms. Chelone responded that the goal is 85% for occasional problems, but there is not a way for adjustments due to missed schedules.

b) Mary Burns:

Are reports available on specific transit lines, such as the headway of the 23 Monterey line? Ms. Chelone responded that at the beginning of the fiscal year, there are reports showing which lines were checked during which months.

When and how are the annual passenger survey's conducted? Ms. Denison responded that she knew of phone-called surveys made in the past, but that she would make some inquiries to better answer the question.

c) Rosie West: (Observation comment/complaint, unrelated to the reports for discussion)

There are no inspectors from West Portal to Balboa Park. The streetcars are, not only late, but they then arrive in groups of 3s. Also the Marques at the stations have been showing incorrect expected-arrival times, resulting in people just waiting around without any reliable information.

d) Sue Cauthen:

On page 17 of the "Proposed Changes to the FY06 Service Standards" what is meant by the "Brown Eyes, Blue Eyes Linking Perception & Performance?" Ms. Denison responded that is a training class put out by EEO focusing on perception diversity.

e) Joan Downey:

Questions and comments based on the Auditor's Recommendations with MUNI's Response/Action taken, and the Nelson Nygaard Report:

Looking at page 2, 1a, what recommendation is meant by "Coordinate 1a goal with other goals and objectives, particularly those for 2a, 6a and 6d?" Ms. Denison, uncertain, responded that she would have to research the exact language from the actual audit report.

Page 3, 4a, on passenger pass-ups, what is meant by "Coordinate with 5a so that all lines identified as exceeding 85% capacity during peak periods are monitored as part of 4a?" Ms. Chelone responded that at commute peak periods on average, any bus identified as 85% of capacity, that the following bus would give passage.

On 6a, can "Headway and Time-Points Service Standards" be split out into less than 10 min or greater than 10 min? Ms. Denison responded that MUNI would have to confer with the City Attorney since any changes to the mandated goals and Service Standards would require a charter amendment.

On 7a, there is a complex formula from the Nelson Nygaard Report pages 30 and 31, to calculate reliability, which seems to yield more useful information. Mr. Murphy responded that it might give more meaningful information. Subject may be further considered at the April 7, 2005, MTA CAC meeting. Ms. Downey suggested using the complex formula for headways that are less than 6 minutes. However, Ms. Chelone suggested researching the feasibility of the formula for such a study before the OCSC committee moves to make any recommendations on the formula's use.

Page 8, under 2c, "If possible, use available information to report on reasons for voluntary separations," MUNI rejected this recommendation of an Exit Interview process. Ms. Downey expressed that it seemed that with so few leaving after serving a year of employment, that MUNI should have an Exit process as it appears be a small yet significant task.

Page 10, under 6d, "Efforts to improve driver training, technical as well as accident follow-up," why did MUNI reject the recommendation to report types of accidents by revenue vs. non-revenue hours and preventable vs. non-preventable? Ms. Denison responded that preventable verses non-preventable has been already factored, however Transit Safe, a system developed specifically for MUNI, can be used for that information which at this time is not currently tracked.

Ms. Downey suggested recording grievances by type. Mr. Murphy's concern was that grievances possibly are not categorized like PSRs.

Ms. Downey observed that there was no NextBus used data and asked would it eventually be made

available? Ms. Chelone responded that once NextBus data is fully rolled out for all the various transit services, MUNI is expecting to have NextBus data available for the next fiscal year, FY06, so that all the data for the year is through the same process.

Ms. Downey and Mr. Murphy initiated the following recommendation:

Recommendation from the MTA CAC, that statistics for headway compliance for headways 10 minutes or less, be broken out separately from statistics for headway compliance for headways equal to or greater than 10 minutes. On-Time Performance to be measured for lines with greater than a 10 minute headway. These measures will be in addition to the measurements currently taken in Service Standards 1a and 6a.

Motion: Sue Cauthen moved that the MTA CAC make the following 5 changes:

2nd by Norman Rolfe
OCSC passed unanimously

- (1) NextBus data should be included in reports wherever possible.
- (2) Add additional measurements to separate out Headway and On-Time Performance. Measure OTP for lines with greater than a 10-minute headway and measure headway for lines with a 10 minute or less headway.
- (3) Using the standard deviation, adding a column for the coefficient of variation of headways that are 10 minutes or less. (Ms. Chelone and Ms. Denison will make a report to the MTA CAC regarding the feasibility of the formula.)
- (4) Categorize and record employee grievances by type.
- (5) MUNI should conduct Exit Interviews for employees who leave within a year of being hired, specifying their reasons for dissatisfaction.

4. Adopt Minutes of February 14, 2005: (Discussion/Action)

Motion to adopt the February minutes by Daniel Murphy, with word change from Sue Cauthen on Item 7.

2nd by Mary Burns
OCSC passed unanimously

5. Report of the Chair: Joan Downey (OCSC Chair)

a) Ms. Downey received an E-mail from Steve Patrnick (MUNI) outlining suggestions and changes to the Rescue Muni Matrix (attached).

b) The DPW trashcan relocation issue between Willard Street and Carl Street bus stops was finally resolved with a call placed to Daniel Homsey with the Mayor's Office of Neighborhood Services.

6. Sidewalk Parking Policy: [Attachment of the Sidewalk Violations 01-05 Training Bulletin]

(Discussion/Action) Joan Downey

Ms. Downey also distributed her own draft of an enforcement priorities list that addressed sidewalk parking violations coverage during PCO "waiting time" during enforcement assignments (see handout entitled "DRAFT" Instructions to Parking Control Officers in setting priorities). The following recommendation was drafted.

Motion: Daniel Murphy moved that whereas Sidewalk parking represents a major mobility obstacle and safety hazard for pedestrians:

(1) The MTA CAC recommends that PCOs deployed for RPP enforcement be instructed to ticket Sidewalk parking violation without telephone complaint to the understood detriment of RPP enforcement.

(2) The MTA CAC recommends that PCOs deployed for Street Cleaning be instructed to ticket sidewalk parking violations without telephone complaint if time remains at the end of their Street Sweeper assignment.

(3) The MTA CAC recommends that PCOs deployed for Tow Away Beats, while waiting for a tow truck to arrive, that those PCOs ticket Sidewalk parking without telephone complaint among other violations on the same block.

2nd by Sue Cauthen
OCSC passed unanimously

This Motion passed the OCSC and will be presented before the MTA CAC on April 7, 2005.

7. 39 Coit Update: (Discussion/Action) Sue Cauthen

Update on the elimination of parking at Coit Tower during peak hours, except for handicapped and residential parking (regular RPP type A sticker). The problem has been that the 39 Coit line had been reduced to a non-performing asset because of being stuck in long lines of congested traffic waiting for parking spots at Coit Tower. Elimination parking would thus eliminate the long line of cars waiting for parking, allowing the 39 Coit to maintain headway.

Efforts to establish RPP for the Coit Tower area supported by Bond Yee and Jack Fleck has gained new support from Supervisor Aaron Peskin (District 3) who will also be introducing a resolution on the Consent Calendar. Supervisor Peskin suggested to get approvals from groups such as, Tom Radulovich's Transportation for a Livable City, Rescue MUNI, San Francisco Tomorrow, and Coalition for San Francisco Neighborhoods. Daniel Murphy will be meeting with Michael T. Burns about getting copies of the City Attorney's statement regarding this effort.

8. Committee Members' Questions/Information Requests: (Discussion/Action)

a) Norman Rolfe sent a letter dated March 14, 2005, regarding the Cable Car issue to the MTA Board, which had been edited for publishing for at least 2 local newspapers. Mr. Rolfe distributed a copy of his original text since the newspapers carried the edited version of his letter. His will letter will be further considered during April 2005's MTA CAC Council and Committee meetings.

b) Mr. Rolfe still doubts that cable cars run 60% to 70% of the scheduled headways. Ms. Denison responded that Susan Chelone (Scheduling) has the raw data available for further examination.

9. Schedule Upcoming Meetings and Agenda Items: (Discussion/Action) Next regular meeting: April 15, 2005, at 401 Van Ness Avenue, Room 308 (Conference Room 312), at 3:00 p.m.

a) Cable Car Update – Suggested speaker would be Brendon Scanlan

b) Cable Car – Suggested speaker from the Cable Car Union

c) Communication Matrix Update – Suggested speaker would be Mark Kapasino

d) Norman Rolfe's March 14, 2005, letter regarding the Cable Car issue to the MTA Board

10. Adjournment: 4:56 p.m.

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San Francisco, CA****Members:**

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, and Norman Rolfe

Council Members not members of this Committee:Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, and Dan Weaver
(2 Vacancies)**Notes:**

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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, April 18, 2005 at 3:00pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
• 1	Call to Order/Roll Call	3:00

• 2	Adopt Minutes of March 21, 2005 (Attachment)(Discussion/Action)	3:03
• 3	Public Comment	3:05
• 4	Report of the Chair (Discussion/Action)	3:07
• 5	Cable Car Update (Discussion/Action) Brendon Scanlon	3:10
• 6	Communication Issues (Discussion/Action) [Attachment] Mark Kapasino	4:00
• 7	39 Coit Update (Discussion/Action)	4:45
• 8	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
• 9	Schedule Upcoming Meetings and Agenda Items [Attachment] (Discussion/Action) Next regular meeting: May 16, 2005, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:55
• 10	Adjournment	5:00

Attachments:

Agenda Item 2 -

Draft of March 21, 2005 Minutes

Agenda Item 6 –

Communication Matrix

Agenda Item 9 -

Tentative Topic Calendar

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[OCSC April 18, 2005, minutes](#)

City and County of San Francisco

Municipal Transportation Agency

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Citizens' Advisory Council

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Operations & Customer Service Committee (OCSC)

FINAL MINUTES

of

Regular Meeting

Monday, April 18, 2005 at 3:00 p.m.

401 Van Ness Avenue, Room 308 (Main Conference Room 312)

San Francisco, California

1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:05 p.m., Monday, April 18, 2005. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Sue Cauthen, Daniel Murphy, and Norman Rolfe.

OCSC Members absent at Roll Call: Mary Burns.

OCSC Members absent: Mary Burns.

MTA CAC Members, not on this committee, but also present: None.

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and

Traffic [DPT] Present: Debra Reed (MTA CAC Secretary), Marc Caposino (MUNI Marketing Director, Capital Planning & External Affairs), and Brendan Scanlon (MUNI Superintendent, Cable Car Operations).

Community Representatives Present: Rosie West

2. Adopt Minutes of March 21, 2005:

Motion to adopt the March minutes by Daniel Murphy, with spelling corrections.

2nd by Norman Rolfe

CAC passed unanimously

3. Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:

Rosie West and other riders have observed that on the port side of rail cars, the hand rolled signs have sporadically indicated the destination of the car, but failed to show the letter/name, thus confusing patrons into boarding wrong cars. Example: “Balboa Park” instead of **L** Taravel or **K** Ingleside. Answer: Mark Caposino responded that incorrect information displayed on hand-rolled signs could possibly indicate an operator error. He also suggested reporting the car number so that the vehicle’s equipment can be checked and corrected.

4. Report of the Chair: Joan Downey (OCSC Chair)

a) Cole Valley Improvement Association (CVIA) wrote a letter to DPT regarding transit being hindered by double parked cars on the commercial area of Cole Street. Jerry Robbins (DPT) attended a meeting with CVIA and neighborhood merchants. Community requests were made for increase enforcement on double parking, meter feeding, 30-minute yellow zones, and trucks parked in bus zones, also to change 4 of the 1-hour meters into 15 or 30-minute meters for more customer turnover.

b) N Judah cars have been delayed for up to 30 minutes because of waiting for cars illegally parked in red zones to move resulting in blocking transit vehicles from entering the Carl Street tunnel. At the CVIA meeting, Jerry Robbins (DPT) said he would focus on the problem.

c) Ms. West’s previous question from the March 17, 2005, OCSC regarding long waits for railcars followed by 2 or 3 railcars grouped together. Mr. Jim Kelly sent a report by E-mail that also confirmed the same problem of irregular headways, and offered his explanation of missing runs due to absent employees. Joan Downey and Daniel Murphy will schedule an agenda item addressing the irregular headway problem as a topic for a future meeting to discuss “real time” NextBus information with possibly Jim Kelly, John Fungi and street inspectors.

5. Cable Car Update: (Discussion/Action) Brendan Scanlon (Superintendent, Cable Car Operations).

a) The City Attorney will be bringing a suit against Local 258 for the illegal cable car strike in

March '05. Mr. Scanlon discussed the base of the suit.

b) Cable car driver staff is severely dwindling due to attrition, as several of the drivers are high seniority employees. Due to possible layoffs, the "3 plus 3" retirement package would overwhelmingly target the Cable car drivers. The next expected signup is scheduled for June 27, 2005, which would go into effect August '2005. Training is a 4-month course.

c) There is a need to improve the efficiency of fare collection. The department is looking at alternative solutions.

Motion: The MTA CAC recommends that the Cable Car division seek to end the process of commingling of cable car operator's personal funds with cash fare revenues.

The MTA CAC recommends that the Cable Car division accounting process track average hourly collection by operator.

2nd by Norman Rolfe

CAC passed unanimously

6. Communication Issues: (Discussion/Action) Marc Caposino (Marketing Director, Capital Planning & External Affairs).

Mr. Caposino distributed and reviewed copies of the passenger instructional 5-foot long placards posted in buses, of which Workers Comp instigated much of the placard's informational content. Station booths will be equipped with a bright red and silver decal that will fit over the entire front of the booth designed with displays of rider information and temporary signboards with slide in/out cards for information, such as, elevator temporarily out of order, attendant will be back in 5 minutes, etc. Decals can be exchanged out for new decals. Also through an add/swap program, Mr. Caposino has been working with SFO and David Duggan (Railway), on advertising a Cable Car tourist campaign throughout international and domestic terminals starting June 2005.

Questions and Comments from the OCSC members:

a) Daniel Murphy:

i. Commented that vehicles seem to be overdone with interior decals. Answer: Mr. Caposino responded that decals were in responses to complaints resulting in more signs.

ii. Are there Websites under his management? Answer: Yes. Mr. Caposino mentioned future projects working on websites for MUNI, MTA, and DPT. Currently DTIS is managing web information for DPT, but transition to his group is expected in the near future.

b) Joan Downey:

i. Commented that the "Stop Assault" signs were disturbing. Answer: Mr. Caposino responded that employees wanted those signs, along with requests from TWU. He welcomes suggestions for improvement to the message.

ii. Will NextBus display information be included as part of station agent booth project? Answer: Mr. Caposino responded that NextBus is not part of his project, however he would consider leaving a space where NextBus informational equipment can be displayed.

iii. Ms. Downey suggested for the passenger instructional 5-foot card in the animal section to add a statement that animals should not be allowed to sit on seats.

iv. Ms. Downey commented that the CAC would like to encourage cultural events to advertise and emphasize MUNI access over parking alternatives. Perhaps including MUNI access information on event tickets. Mr. Murphy will be authoring a letter to go out to various cultural institutions, symphonies and operas. Answer: Mr. Caposino responded that MUNI information is carried on some entertainment media, but he will consider other opportunities to promote MUNI ridership alternatives over car accommodations.

c) Norman Rolfe suggested using overhead announcements to include information, such as, please exit the rear door, keep feet off seats, etc. Joan Downey added that New York cabs use celebrity voices for announcements.

d) Sue Cauthen asked about:

i. Reproducing or replacing a 39 Coit sign from 1984 detailed with out dated MUNI colors.

ii. There is a 39 Coit project in progress that will soon need informational signs for conducting test runs. Answer: Mr. Caposino suggested consulting with DPT using their sign shop.

7. 39 Coit Update: (Discussion/Action) Sue Cauthen

Ms. Cauthen presents an update report.

a) Signs will be needed to inform the public along with DPT enforcement to monitor parking during the test period.

b) Michael T. Burns told Daniel Murphy that Paul Czechowicz would get the City Attorney's opinion from John Kennedy or Julia Friedlander.

c) Still looking for more endorsements to add to the list, which includes, North Beach Neighbors, San Francisco Tomorrow and Jeremy Nelson at Transportation for a Livable City.

8. Committee Members' Questions/Information Requests: (Discussion/Action)

Joan Downey will be on vacation, but she will return in time for the next OCSC meeting for May 16, 2005

9. Schedule Upcoming Meetings and Agenda Items: [Attachments] (Discussion/Action) Next regular meeting: May 16, 2005, at 401 Van Ness Avenue, Room 308 (Conference Room 312), at 3:00 p.m.

a) WAFER – Ann Carey

b) PSR

c) Real Time Next Bus information

d) DPT transportation master plan – Jerry Robbins

10. **Adjournment:** 5:14 p.m.

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[OCSC May 16, 2005, agenda](#)

City and County of San Francisco**Municipal Transportation Agency****Citizens' Advisory Council****Operations & Customer Service Committee (OCSC)****DOCUMENTS DEPT.**

**Notice of Regular Meeting and Agenda
for**

Monday, May 16, 2005 at 3:00 p.m.

**401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

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Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, and Dan Weaver
(2 Vacancies)

Notes:

Notices of meeting and agenda, and minutes are available at the San Francisco Public Library (Main), 100 Larkin Street - Government Section (5th Floor) and on Muni's website at www.sfmuni.com/cac.

Written reports and background materials for calendar items are available for public inspection and copying at 401 Van Ness Ave, Room 334, during regular business hours.

Members of the Citizens' Advisory Council who are not members of the OCSC may attend Committee meeting.

In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

The MTA CAC may be contacted as follows:

**Municipal Transportation Agency Citizens' Advisory Council
401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524**

Phone (415) 554-6873 FAX (415) 554-4143

Disability Access

This meeting will be held in Room 308 (Operations Conference Room 312) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor, make a right, and enter through Room 308. The conference room is down the inner hallway and on your left.

The meeting location is wheelchair accessible. The closest BART and Muni Metro station is Civic Center. Accessible Muni bus lines nearest the meeting location are the 5-Fulton, 21-Hayes, 47 Van Ness, and 49 Mission-Van Ness. For more information about Muni accessible services, call 415-923-6142.

There is accessible on-street vehicle parking available in the vicinity of the meeting location. The Civic Center Garage, entrance on the south side of McAllister Street, between Polk and Larkin Streets, includes bicycle racks in view of a parking attendant. A bicycle rack is located outside the main entrance to 401 Van Ness.

For assistance with special needs (large print agendas, sign language interpreters, etc.) please contact Debra Reed (Council Secretary) at (415) 554-6873 at least two business days before the meeting.

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The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

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Written reports and background materials for agenda items are available for public inspection and copying at 401 Van Ness Avenue, Room 334, during regular business hours. Notices of Meetings and Agendas are posted on Muni's Web site at <http://www.sfmuni.com/cac>. Notices of meetings and agendas, and minutes are available at the San Francisco Public Library (Main), 100 Larkin Street - Government Section (5th Floor).

For more information on your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) or to report a violation of the ordinance, contact Donna Hall by mail at Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102-4689; by phone at 415-554-7724; by fax at 415-554-7854 or by e-mail at donna_hall@ci.sf.ca.us.

Individuals interested in obtaining a free copy of the Sunshine Ordinance can request a copy from Ms. Hall or by printing Chapter 67 of the San Francisco Administrative Code from the Internet at <http://www.ci.sf.ca.us/bdsupvrs/sunshine.htm>.

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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, May 16, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time

1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of April 18, 2005 [Attachment](Discussion/Action)	3:03
3.	Public Comment	3:05
4.	Report of the Chair (Discussion/Action)	3:07
5.	<u>PSR Update – Implementation: Mary Travis-Allen</u> <u>and Statistics & Intake: Maria Williams (Discussion/Action)</u>	3:10
6.	WAFER Update: Henry Kim (Discussion/Action)	4:00
7.	39 Coit Update: (Discussion/Action)	4:45
8.	Committee Members' Questions/Information Requests: (Discussion/Action)	4:50
9.	Schedule Upcoming Meetings and Agenda Items: [Attachment] (Discussion/Action) Next regular meeting: June 20 2005, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:55
10.	<u>Adjournment</u>	5:00

Attachments:

Agenda Item 2 -

Draft of April 18, 2005 Minutes

Agenda Item 9 –

Tentative Topic Calendar

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Follow-up Items:

- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle ped barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005
- DPT Transportation Mgmt Plan for Concourse & Surrounding Area (Jerry Robbins)

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

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Operations & Customer Service Committee (OCSC) DOCUMENTS DEPT.

**FINAL MINUTES
of
Regular Meeting**

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**Monday, May 16, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Main Conference Room 312)
San Francisco, California**

1. Call to Order / Roll Call (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:30 p.m., Monday, May 16, 2005. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Daniel Murphy, and Norman Rolfe.

OCSC Members absent at Roll Call: Sue Cauthen (arrived at 4:05 p.m.)

OCSC Members absent: Mary Burns.

MTA CAC Members, not on this committee, but also present: Steve Ferrario.

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Henry Kim (MUNI Project Manager - WAFER), Mary Travis-Allen (MUNI Trolley Superintendent), and Debra Reed (MTA CAC Secretary).

Community Representatives Present: Rosie West

2. Adopt Minutes of March 21, 2005:

Motion to adopt the February minutes by Sue Cauthen, with spelling corrections.

2nd by Daniel Murphy

MTA CAC "OCSC" passed unanimously (Ayes - Downey [Chair], Murphy, and Rolfe)

3. Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:

Rosie West brought with her a record of dates and times for transit problems:

May 5, 2005, the supervisor told her that there would be no outbound Ms due to trouble at the Embarcadero station until 1:45 p.m. Substitute buses never came.

May 11, 2005, at St. Francis Woods from 10:30 a.m. to 11:45 a.m. there were no outbound 23 Monterey buses.

May 12, 2005, reported that a cleaning patrol started cleaning the handicap thing at 6:30 a.m. when residents would be sleep. Joan Downey and Bruce Oka responded that that would be a DPW issue.

4. Report of the Chair: Joan Downey (OCSC Chair)

No report of the Chair was presented.

5. Passenger Service Report (PSR) Update – Implementation, Statistics and Intake: [Attachment] (Discussion/Action) Mary Travis-Allen (MUNI Trolley Superintendent)

PSRs have increased in areas such as service availability complaints and operator conduct complaints due to anticipated lack of service. Runs had been held due to equipment problems. Operators have been affected by a number of things, including layoffs, heavier passenger loads and equipment issues. Video cameras equipped with sound have often redeemed operator complaints as passenger frustration vented towards operators.

Questions and Comments from the OCSC

a) Daniel Murphy commented that reviewing videos would take a lot of time.

Mr. Murphy noted that some divisions have less PSRs than others but on the other hand, some of those divisions are smaller divisions and may even provide less service. Rather than PSRs by division, has consideration been given to measuring PSRs per passenger mile or something similar? MUNI has some measurements on runs, boarding, service hours, passenger mile, etc. Answer: Ms. Travis-Allen will speak with Debbie and Maria to see if such formulas can be worked out.

b) Steve Ferrario questioned the miscellaneous category noted on the PSR report. Answer: Miscellaneous would include graffiti tags on bus shelters, dirty subway, etc.

c) Norman Rolfe asked what are the provisions for minimal service in view of no overtime, cutbacks on maintenance, runs missed due to maintenance? Answer: Dispatchers trade operators between runs to provide anticipated coverage, however there exists a dollar amount whenever runs are traded. The extra-board of 2 or 3 operators available to cover runs can bid for these runs that have been opened for long term.

The 49 Van Ness-Mission lines seem to have problems. Answer: Articulated buses have been experiencing problems. Fortunately MUNI held on to the 40 foot Flyers, but their passenger capacity does not compared to the 60 foot buses. MUNI still uses what equipment it can to fulfill ADA requirements, as much as possible as equipment is available.

d) Joan Downey asked could the lack of service be attributed to lack of discernment on the part of Street Inspectors? Answer: Street Operations had experienced a number of hits, including retirements, no General Signup for 9139s to compensate, along the limitations on overtime availability. Presently, coordination of service has been based on anticipated problems. Where there are shortages in Street Inspectors who would usually make these adjustments, Central Control has taken on the task, being notified of runs not going out, to make adjustment based on rotation. Also mobile units have been utilized in "real time" situations to compensate by covering 2 to 3 districts as problems arises, such as, street blockage, equipment breakdown, etc.

When will computer-tracking systems be implemented for PSRs? Answer: Trapeze was focused towards schedules and for implementation of signups. Other features were still being developed for eventual integration, however there is no estimated date for implementation at this time. Ms. Downey pointed out that in view of having fewer bodies to process PSRs, Trapeze would be a valuable tool. Answer: Layoffs have definitely impacted the department. Remaining staff has struggled to take on several vacant positions to man the PSR process.

Mr. Murphy suggested distributing copies of the 3rd Quarter PSR report at the full MTA CAC meeting on June 2, 2005.

6. WAFER Update: (Discussion/Action) Henry Kim (MUNI Service Planner)

Mr. Kim announced that implementation of the conceptional engineering has already began.

Questions and Comments from the OCSC

a) Joan Downey:

What is "alternative A?" Answer: Replacing all of the entry/exit fare gates with a validating system that would read Translink Smartcard media as well as cash, single fare tickets, etc. The plans are to have a tri-pod turn style at the entry as well as a bi-parting leaf for the ADA accessible gates. Originally there was no intention to replace swing gates with ADA validating fare gates, however due to ADA accessibility requirements as well as emergency egress requirements from the subway, those swing gates need to remain. The gate array will be modified to have one or more ADA accessible gate(s) in addition to the entry/exit gates noted for replacement. Ticket vending machines will be installed at all the subway stations for single ride cash fare tickets.

How will transfers be handled? Answer: Both single fare media/tickets and Translink should have the ability to produce transfers.

Would the machines sell tokens or other multiple fare media? Answer: The maintenance group is adamant about avoiding tokens due to the potential for maintenance problems, however Mr. Kim offered to look into the possibility of magnetic media for 1-day pass, 3-day pass, 7-day pass, and tokens.

If the vending machines only sell 1-way fares, how will the machines apply Senior and Youth discounts? Answer: There is no way for the machines to verify and process the discount fares. Currently discount fares are processed by agents.

b) Dan Murphy:

Will the tickets be engineered to be the same size as fast passes? Answer: The Magnetic Striped Media technology will also be applied to single fare tickets similar to fast passes.

What is the implementation date for WAFER? Answer: Mr. Kim's guess was for the end of 2007.

In view of multi lingual ADA requirements what audio components are being considered for the visually impaired? Answer: WAFER fully intends to fulfill ADA accessibility requirements including verbal. However, multi lingual provisions to address the different languages spoken in the City would not apply under ADA requirements.

Of the three different turnstiles, bi folding, tri-pod, swing-gates, why would WAFER choose tri-pod for non-ADA? Answer: Durability, Tri-pods required less maintenance.

Should Translink not be rolled out in time, will the vending machines accept tokens? Answer: Translink will be available in 2006, at least a year before the completion of the WAFER project.

c) Steve Ferrario:

BART's fare gate systems were engineered to accept both MUNI's Magnetic Striped tickets as well as their own. MUNI could further benefit on volume purchases of parts and service transactions. Had consideration been given to purchasing the same BART style machines? Answer: BART was experiencing problems and cost overruns with the Translink capability, however MUNI is hoping to take advantage of BART's recent procurement experience and not experience some of their same problems and overruns.

Although they are not a magnetic strip producer, CalTrans ticket vending machines sells a good variety of transit fare media, also it has audible messaging in different languages for the visually impaired.

Motion: The MTA CAC recommends that the ticket vending machines proposed as part of the new MUNI Wayside collection system sell Senior, Youth, and Disabled tickets as well as 1-day, 3-day, 7-day and Token fares.

2nd by Norman Rolfe

MTA CAC "OCSC" passed unanimously (see roll for Ayes)

Motion: The MTA CAC recommends that as part of the WAFAR project the ticket vending machines should take advantage of the economy of scale for other locations that are identified as high volume surface stops in the Metro system for the top 8 to 10 locations.

2nd by Norman Rolfe

MTA CAC "OCSC" passed unanimously (see roll for Ayes)

7. 39 Coit Update: (Discussion/Action) Sue Cauthen

There was a hearing today, May 16, 2005, before the City Operations and Neighborhood Services Committee with Supervisor Jake McGoldrick as Chair, also present was Supervisor Bevan Dufty, Supervisor Fiona Ma, Jack Fleck, Bill Seelinger, Howard Wong and Joe Speaks – MUNI Senior Administrative Analyst. Supervisor Jake McGoldrick expressed dismay that MTA had no plan for the trial to limit parking at Coit Tower. He asked MUNI/DPT to come up with a plan immediately. A continuation hearing is scheduled for May 31, 2005. Ms. Cauthen urges members of the MTA CAC to attend showing full CAC support. She asked that members be prepared to share ideas as well as speak on behalf of the MTA CAC.

8. Committee Members' Questions/Information Requests: (Discussion/Action)

9. Schedule Upcoming Meetings and Agenda Items: [Attachments] (Discussion/Action) Next regular meeting: June 20, 2005, at 401 Van Ness Avenue, Room 308 (Conference Room 312), at 3:00 p.m.

a) Are Street Inspectors using the NextBus real time information in planning route and how do they plan on using it? Mr. Murphy responded that at this time there is a shortage on Street Inspectors due to retirements. Replacement is a year process. He suggests waiting until NextBus rolls out for Trolleys, etc.

b) Topics for the next OCSC meeting will be considered at the next full MTA CAC on June 2, 2005.

10. Adjournment: 5:35 p.m.

Attachment:

Item 5 3rd Quarter PSR report

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Operations & Customer Service Committee (OCSC)

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Monday, June 20, 2005 at 3:00 pm

**401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
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Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(2 Vacancies)

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((415) 554-6873 FAX (415) 554-4103**

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Operations & Customer Service Committee (OCSC)**

Regular Meeting

Monday, June 20, 2005 at 3:00 p.m.

**401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

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2.	Adopt Minutes of: (Attachment)(Discussion/Action) May, 2005 November, 2004 October, 2004 September, 2004 July, 2004 June, 2004	3:03
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	Muni LRV operations in subway: Embarcadero MMT and ATCS/staff (Discussion/Action) (Attachment)	3:20
6.	39 Coit Update (Discussion/Action)	4:20
7.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
8.	Schedule Upcoming Meetings and Agenda Items (DPT Transportation Mgmt Plan for Concourse & Surrounding Area - Jerry Robbins – has been scheduled) [Attachment] (Discussion/Action) Next regular meeting: July 18, 2005, 401 Van Ness, Room 308 (Conference Room 312), 3:00 p.m.	4:55

9.	<u>Adjournment</u>	5:00
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Attachments:

Agenda Item 2 -

Draft of May 16, 2005 Minutes (other minutes sent separately)

Agenda Item 9 -

Tentative Topic Calendar

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Follow-up Items:

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- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005
- DPT Transportation Mgmt Plan for Concourse & Surrounding Area (Jerry Robbins)

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Attachment for Item # 5

Eric Carlson
San Francisco, California

May 4, 2005

Honorable Michael Burns

Director of Public Transportation

401 Van Ness Avenue
SF CA 94102

Muni Citizens Advisory Committee

410 Van Ness Avenue
SF CA 94102

Re: Muni LRV operations in subway: Embarcadero MMT and ATCS

Dear Mr. Burns and Committee:

Enclosed is a copy of a letter I wrote you August 10, 2004.

Wednesday April 27, 2005 I had the experience of riding Muni metro inbound late in the rush hour. As has been happening all too often lately, the trains slowed to a snail's pace; the annoyance was only aggravated by the transparent intercom explanations about 'heavy traffic' in the tunnel. The inbound delays stretched back west of Powell Station.

It is obvious to us Embarcadero-bound riders that the \$100,00,00 the City and Muni spent on the 1998 MMX and MMT systems is wasted if drivers are allowed to dawdle at Embarcadero station. In fact=t, this is what happens day after day as your staff gather their possessions, get off and on trains and the like as inbound trains await, clearly visible up the tunnel.

Secondly, it is time for delayed inbound trains to be allowed to open their doors as soon as they are at the platforms in Powell, Montgomery and Embarcadero Stations. By allowing two trains to discharge their passengers at once, Muni could then send both trains on to the next station and get everyone on their way sooner.

I look forward to your reply

Eric Carlson

Disability Access

This meeting will be held in Room 308 (Operations Conference Room 312) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor, make a right, and enter through Room 308. The conference room is down the inner hallway and on your left.

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OCSC June 15, 2005, minutes

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

DOCUMENTS DEPT.

FINAL MINUTES

of

Regular Meeting

APR 16 2008

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**Monday, June 20, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Main Conference Room 312)
San Francisco, California**

1. Call to Order / Roll Call (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:07 p.m., Monday, June 20, 2005. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Mary Burns (Pro Temp Chair), and Sue Cauthen.

OCSC Members absent at Roll Call: Daniel Murphy (arrived 4:05 p.m.), and Norman Rolfe (arrived 3:30 p.m.).

OCSC Members absent: Joan Downey (Chair)

MTA CAC Members, not on this committee, but also present: None.

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Debra Reed (MTA CAC Secretary), Pasquale Pirone, MUNI-Manager Superintendent of Rails, Charlotte Batiste, MUNI-Acting Manager – Metro Rail Operations, and Sebastian Shul, MUNI-Transit Inspector – Rail Operations.

Community Representatives Present: None

2. Adopt Minutes of: (Attachment)(Discussion/Action)

May 2005 and

June 2004, July 2004, September 2004, October 2004, November 2004

Motion to adopt the minutes by Mary Burns, with corrections.

2nd by Bruce Oka

MTA CAC "OCSC" passed unanimously (Ayes - Burns (Pro Temp Chair), Cauthen, and Rolfe)

3. Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:

None

4. Report of the Chair: Joan Downey (OCSC Chair)

No Report from the Chair

5. Muni LRV operations in subway: Embarcadero MMT and ATCS/staff (Discussion/Action)
(Attachment) Pasquale (Pat) Pirone, Manager Superintendent of Rails, Charlotte Batiste, Acting Manager – Metro Rail Operations, and Sebastian Shul, Transit Inspector – Rail Operations

Ms. Burns reviewed letter dated May 4, 2005 from Eric Carlson, complaining of the slow pace of the trains during the rush hour. Another of Mr. Carlson's complaints was, why are passengers disembarked one train at a time? Mr. Carlson felt that all trains should open their doors as soon as they have arrived to the platform. Should it be a single car train or multi-car trains arriving to a transit stop, passengers should be disembarked at once. This would be a more expedient way to move transit.

Why are passengers disembarked one train at a time? Answer: Pat Pirone responded that the LRVs actually are not operator driven. The LRV network is operated by a centralized ATCS computer system, and not manually controlled by operators. Train operators using a computer display panel would visually monitor their train's activity and insure that their cars arrive to their targeted points at the platforms. The computer system is programmed for safety purposes to unload one train at a time. Should an incident arise where an operator would need to remove his/her train from the computer's control to manual operations, all operators would need to be notified, as all trains would respond in an emergency mode and could possibly injure passengers. Charlotte Batiste added that during the manual mode, the manual train could only be driven no more than a maximum of 27 miles per hour, and 15 miles per hour for curves, thus slowing down other cars. In manual mode, the computer's protective safeguards are disabled, relying totally on the driver to maneuver safely through train traffic in dim tunnels.

It appears that trains slow down during the evening. Answer: The computer system is handling a large volume of traffic during the evening hours resulting in slower trains.

Mr. Pirone addressed questions regarding 3 and 4 car combinations. Some of the stations are not large enough to accommodate 4 train combinations. Castro station's awkward turn pattern throws off door alignment for longer trains for purposes of disembarking passengers. Ocean Avenue can only accommodate single car trains due to short islands. Ironically the 3-car train combination unexplainably seems to always malfunction with door, lights and stair problems, power failure, etc.

Answering a complaint that operators were allowed to slump around at the Embarcadero station: Operators experience cramps and aching thighs after enduring long periods of sitting. During the turn-around process, operators are allowed a health break while the 702 Crew turn their trains around while properly synchronizing the timing within the intricate ATCS computer system.

Questions and Comments from the OCSC

Mary Burns:

Ms. Burns observed a train stopped at Taravel and 36th avenues while the operator ran down the street to purchase lunch. Answer: If an inspector were present, the incident would be reported as a violation.

Mr. Pirone noticed a question about the St. Francis Circle pedestrian barriers. Ms. Burns responded that 2 safety railings were removed during a construction project but never replaced. Mr. Pirone suggested that Michael Kirchanski with MUNI's Office of Health and Safety department would be a good source to refer pedestrian/traffic barrier problems.

Norman Rolfe:

What are the advantages of the ATCS computer system over prior systems? Answer: The new trains with the ATCS operate well with single and double car trains. On the other hand, the old Bowings were great cars that fit well within the various stations. Under manual control the older system allowed 4 to 5 Bowling cars to be coupled together as a single unit, moving at greater speeds, with surprisingly few accidents. While BREDAs have good points over the old Bowling cars, problems occur when coupling 2 or more BREDAs cars.

6. 39 Coit Update: (Discussion/Action) Sue Cauthen

There was a hearing and recommendations were made. Supervisor Jake McGoldrick was upset that, after 3 years of the project, to learn that MUNI had no plan in place for the trial. After much work, The Telegraph Hill Dwellers Parking and Traffic committee (THD) notified everyone that the target date for the trial was July 9, 2005. Joe Speaks made it difficult to proceed. It seems apparent that MUNI does not want to cooperate.

There was a subsequent meeting with Joe Speaks, Bill Seelinger, Howard Wong, Jeremy Nelson, and Sue Cauthen. Jeremy Nelson with Transportation for a Livable City (TLC) objected to the entire plan because there would not be a piazza at Coit Tower, writing a 2-page letter saying that the project was merely a plan by affluent residents of the area to have free parking. Bill Seelinger's rebuttal was 4 pages long. Project supporters included THD, SPUR Transportation Committee, San Francisco's Tomorrow, Coalition for S.F. Neighborhoods, North Beach Neighbors, Rescue MUNI, and a panoply of others. TLC had no objections to having a trial. Joe Speaks invited Jeremy Nelson, the only person with objections. Supervisor Aaron Peskin announced that the City Attorney informed him that, being that Supervisor Peskin lived within 500 feet of Coit Tower, that he had a conflict of interest and would therefore needed to withdraw his efforts in the project. Ms. Cauthen did speak with Supervisor Michela Alioto-Pier. She seemed to be willing to continue the sponsoring effort on the project and would speak to Supervisor Peskin. The test has been postponed until August 2005.

The good news was that the 30-minute headway was reduced to 20 minutes.

7. Committee Members' Questions/Information Requests: (Discussion/Action)

Norman Rolfe asked, does MUNI get reimbursed for its increase in Operator expenses resulting from Line reroutes due to parades, festivals, etc.? Who would reimburse MUNI, i.e., City taxes, or the organization sponsoring the event? MTA CAC Secretary Debra Reed will direct Mr. Rolfe's inquiry to the appropriate staff person.

8. Schedule Upcoming Meetings and Agenda Items: [Attachments] (Discussion/Action)

Next regular meeting: July 18, 2005, at 401 Van Ness Avenue, Room 308 (Conference Room 312), at 3:00 p.m.

Jerry Robbins with update on the Golden Gate Concourse.

9. Adjournment: 4:20 p.m.

Agenda Item 2 -

Draft of Minutes

Agenda Item 5 -

Letter dated May 4, 2005 from Eric Carlson

Agenda Item 9 -

Tentative Topic Calendar

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OCSC July 18, 2005, agenda and notice

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

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Operations & Customer Service Committee (OCSC)

APR 16 2008

**Notice of Regular Meeting and Agenda
for**

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**Monday, July 18, 2005 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(2 Vacancies)

The MTA CAC may be contacted as follows:

**Municipal Transportation Agency Citizens' Advisory Council
401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524
((415) 554-6873 FAX (415) 554-4103**

**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

Regular Meeting

**Monday, July 18, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of: (Attachment)(Discussion/Action) June, 2004	3:03
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	39 Coit Update (Discussion/Action)	3:30
6.	Special Events discussion (Discussion/Action)	3:45
7.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
8.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: August 15, 2005, 401 Van Ness, Room 308 (Conference Room 312), Time: 3:00 p.m.	4:55
9.	<u>Adjournment</u>	5:00

Attachments:

Agenda Item 2 -

Draft of June 20, 2005 Minutes

Agenda Item 9 -

Tentative Topic Calendar

Notes:

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**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Council Member - Steve Ferrario]).

Follow-up Items:

- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Incorporation of Transit First Policy
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals

- Communication Issues (see chart) in March 2005
- DPT Transportation Mgmt Plan for Concourse & Surrounding Area (Jerry Robbins)

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

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[OCSC August 22, 2005, agenda/notice](#)

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

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Notice

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**Reschedule of Regular Meeting and Agenda
for**

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**Monday, August 22, 2005 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

Regular Meeting

**Monday, August 22, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of: (Attachment)(Discussion/Action) June, 2005 and August, 2004	3:03
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	39 Coit Update (Discussion/Action)	3:30
6.	Special Events discussion (Discussion/Action) Joyce Garay - MUNI and Cindy Shamban - DPT	3:45
7.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
8.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: September 15, 2005, 401 Van Ness, Room 308 (Conference Room 312), Time: 3:00 p.m.	4:55
9.	<u>Adjournment</u>	5:00

Attachments:

Agenda Item 2 -

Draft of June, 2005 Minutes and August, 2004

Agenda Item 9 -

Tentative Topic Calendar

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Operations & Customer Service Committee (OCSC)

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OCSC August 22, 2005, minutes , 2007,

**City and County of San Francisco
 Municipal Transportation Agency
 Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

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**FINAL MINUTES
 of
 Regular Meeting**

APR 16 2008

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**Monday, August 22, 2005 at 3:00 p.m.
 401 Van Ness Avenue, Room 308 (Main Conference Room 312)
 San Francisco, California**

1. Call to Order / Roll Call (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:03 p.m., Monday, August 22, 2005. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, Daniel Murphy and Norman Rolfe.

OCSC Members absent at Roll Call: Sue Cauthen arrived at 3:40 p.m.

OCSC Members absent:

MTA CAC Members, not on this committee, but also present: None

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Debra Reed (MTA CAC Secretary), Cindy Shamban (DPT) and Janet Michaelson (DPT Liaison and Director of Constituent & Special Services).

Community Representatives Present: None

2. Adopt Minutes of June 16, 2005 and August 16, 2004:

Motion to adopt the June minutes by Mary Burns.

2nd by Daniel Murphy

MTA CAC "OCSC" passed unanimously (Ayes – Downey (Chair), Burns, Murphy, and Rolfe)

To allow members more time for review, the Chair suggested continuing the adoption of August 2004 minutes for the September 2005 meeting.

3. Public Comment – Concerning any issue within the jurisdiction of the Committee and not

noted on the agenda:

None

4. Report of the Chair: Joan Downey (OCSC Chair)

Ms. Downey distributed copies of Wayne Lanier's August 9, 2005 letter entitled "DPT Out of Control" about personnel complaints against DPT, which was electronically addressed to **home@prosf.org**.

Ms. Downey reported that DPT's complaint process was very inconspicuous, other than sending complaints in writing to DPT's Director. Calling DPT's direct number had a complaint process, however it was not mentioned among the suggested menu choices.

Mr. Murphy added that it had been brought to the Mayor's attention concerning complaints of waiting-to-be-served periods, up to a couple of hours, for transactions at DPT's 1380 Howard Street facility. Ms. Downey recalled that during the Service Standards review, she had suggested that the report needed to include "customer-wait-time" measurements with a goal of not more than 10 minutes.

Discussions regarding both DPT's complaint reporting process and DPT's customer waiting-to-be-served periods would be agendaized for OCSC's meeting in September 2005.

Ms. Downey would be away on vacation for the September 21, 2005 meeting. The consensus among the OCSC members was to reschedule the meeting for September 8, 2005, same place and location. Mary Burns volunteered to Pro Temp as Chairperson. Pro Temp letter would be attached to the OCSC August 22, 2005 minutes.

5. 39 Coit Update: [Attachment] (Discussion/Action) Sue Cauthen

Supervisor Aaron Peskin withdrew his sponsorship as a conflict of interest. Bill Seelinger and Howard Wong continued their partnership along with the Telegraph Hill Dwellers on the Coit Tower parking project. MUNI along with DPT were resistant to any parking at Coit Tower. Joan Downey and Sue Cauthen both met with Jerry Robbins to review political aspects, such as ADA. The test was scheduled for October 2005.

Daniel Murphy was waiting to hear back from John Kennedy with the City Attorney's office regarding Sue Cauthen's request for any legal opinions regarding parking at Coit Tower. Ms. Cauthen reported that there was an informal, but not a formal document in writing. The findings of Ms. Cauthen's Sunshine Request for documents was, that the document from Jack Fleck's viewpoint, was amorphous, however, Ms. Cauthen still felt that the document, even as an informal concept, it would still add value to the legality of the parking project. Ms. Cauthen was hoping that MTA's new executive director would support the Coit Tower parking project.

6. Special Events discussion: (Discussion/Action) Cindy Shamban (DPT) and Janet Michaelson (DPT Liaison and Director of Constituent & Special Services)

Special Event applicants apply for Street Closure permits through the Interdepartmental Staff

Committee on Traffic and Transportation (ISCOTT). ISCOTT is staffed by members from the Fire Department, the Police Department, Port of San Francisco, Department of Public Health, DPW, MUNI, and DPT. Every 2nd and 4th Thursday, ISCOTT Public hearings of staff level discussions consider a variety of events ranging from neighborhood block parties to street fairs, marathons, etc. Applications address questions such as, which streets would be involved for closure, why would a closure be needed, during which hours, provide a site plan, what activities, athletics, would there be amplified sound, music, food, alcohol, vendor booths, etc. Once ISCOTT approves these events, applications would then be coordinated with all the various City departments. Once the street closure permit has been granted, the special event applicant could then proceed to apply for any other required permits.

Questions and Comments from the OCSC

Joan Downey:

Ms. Downey noticed a few occasions when PCOs seemed inattentive to duties. How could a report to the appropriate authorities be made? Answer: Note their badge numbers, or ask for the supervisor on duty.

How would ABC be involved? Answer: ABC, a State agency, would not be a part of ISCOTT. There are very specific rules for serving or selling alcohol on the street. Only non-profits can obtain a one-day ABC license, however a for-profit business would not qualify for the ABC license. In the case of businesses already serving alcohol, they can have private parties with specific rules, but they could jeopardize their own licenses should they try to get the one-day ABC license.

What were arrangements in connection with the Cole Valley Fair? Answer: While the event may have called for PCO patrol, Park Station Police took on the responsibility for traffic control, however, since the retirement of Events Sergeant Mark Pordo, the new Events Sergeant Nylon may opt for PCO involvement, which would require charge. This year, MUNI for the first time needed to charge and thus notified the Cole Street Fair sponsor of a reroute of transit service charge of approximately \$860.00.

Norman Rolfe:

Would MUNI get reimbursed for diesel bus substitutions to replace electric trolleys in order to implement reroutes? Answer: Sponsors would cover bus substitution costs.

Would applicants reimburse the City for patrol costs? Answer: For established events, DPT receives a sum in the budget towards annual street fairs, parades, etc., however event sponsors would still be charged a portion for the costs.

Daniel Murphy:

Would the Hotel Tax cover some of the costs? Answer: It would depend on the type of event. Sponsors of newer events would be charged \$59.19 per PCO per hour effective July 1, 2005, which would include overhead and other fringes.

How would coverage be determined? Answer: Depending on the event. For neighborhood block parties, PCOs would not be needed. Should the event called for traffic control PCOs would be assigned. Should the event called for crowd control Police Officers would be assigned.

Are there post-mortem studies after re-occurring events for PCOs and SFPDs to evaluate adequate coverage? Answer: It would depend on the event, such as the Bay to Breakers event, or the Marathon.

Would street closure events on Park and Recreation property be requested through ISCOTT? Answer: Park and Recreation handled their own procedures for event planning requests. DPT would not be involved. Park and Rec's requests to hire/pay for PCO assistance usually involved patrolling blocked driveways, double parking, and other neighborhood traffic problems.

How would demonstrations be handled, many of which are short notice? Answer: Demonstrations considered a 1st amendment right would be handled through the Police Department and not through ISCOTT. Police department at times may ask for PCO assistance, however there would be no cost recovery for either department. PCOs would be assigned if the event were already covered under DPT's budget.

7. Committee Members' Questions/Information Requests: (Discussion/Action)

8. Schedule Upcoming Meetings and Agenda Items: [Attachments] (Discussion/Action) Next regular meeting: September 8, 2005, at 401 Van Ness Avenue, Room 308 (Conference Room 312), at 3:00 p.m.

- DPT's employee complaint process
- DPT's waiting time at 1380 Howard Street facility
- DPT's PCO final deployment plan agendized for the October 2005 OCSC meeting (Janet Michaelson suggested Jerry Robbins)
 - o What changes where made,
 - o What existed, and
 - o What problems were targeted?
- 39 Coit update

9. Adjournment: 4:45 p.m.

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OCSC September 8, 2005, agenda/notice

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

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Operations & Customer Service Committee (OCSC)

APR 16 2008

**Notice of Regular Meeting and Agenda
for**

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**Thursday, Sept 8, 2005 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, and Dan Weaver
(2 Vacancies)

The MTA CAC may be contacted as follows:

**Municipal Transportation Agency Citizens' Advisory Council
401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524
((415) 554-6873 FAX (415) 554-4143**

**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

Regular Meeting

**Thursday, September 8, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of: (Attachment)(Discussion/Action) August 2005 and August 2004	3:03
3.	Public Comment	3:05
4.	Report of the Chair (Discussion/Action)	3:10
5.	DPT Complaint Process (Discussion/Action)	3:15
6.	Waiting Time at DPT's 1380 Howard St. facility (Discussion/Action)	4:00
7.	39 Coit Update (Discussion/Action)	4:30
8.	Committee Members' Questions/Information Requests (Discussion/Action)	4:45
9.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: October 17, 2005, 401 Van Ness, Room 308 (Conference Room 312), Time: 3:00 p.m.	4:55
10.	<u>Adjournment</u>	5:00

Attachments:

Agenda Item 2 -

Draft of August 2005 Minutes and August 2004

Agenda Item 5 -

Complaints & process from emails

Agenda Item 9 -

Tentative Topic Calendar

Notes:

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Members of the Citizens' Advisory Council who are not members of the OCSC may attend Committee meeting.

In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:**Follow-up Items:**

- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups

- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

From: Wayne Lanier <w_lanier@pacbell.net>

To: home@prosf.org

Subject: DPT out of control?

Date: Tue, 9 Aug 2005 16:48:19 -0700

I am collecting District V complaints about the behavior of Department of Parking & Traffic [DPT] personnel. If you have any specific complaint, please reply to this e-mail or respond to my personal e-mail address [w_lanier@pacbell.net].

I am NOT interested in rants by those folks who accumulate stacks of parking tickets. I want to hear about DPT personnel behavior that is:

- Disrespectful
- Rude
- Use of DPT power to intimidate or extort money
- Inappropriate use of the "letter" of traffic laws
- Behavior not in the spirit of "Public Servant"

Below are two personal observations:

1. I bought a car and went in to DPT to get a new Parking Sticker. I waited in line for some considerable time in a crowded and very noisy room. When my turn came I found myself speaking to a clerk behind a grill. Between the impediment of the glass and bars and the loud noise of the room, I could not clearly understand her. When I asked her to repeat what she had said, she snapped: "Well, if you'd put in yo' hearing aid, you could hear me just fine." I do not have a hearing aid. I do have mild nerve damage that makes it difficult for me to understand accented speech against a background of loud noise. It is not correctable with a hearing aid. Even if this were not the case, she was acting for the City of San Francisco as a public servant and owed every citizen both courtesy and respect.

2. I telephoned the Police Dispatch to report a car parked across the handicapped sidewalk access on the corner of Ashbury and Fell. I did so because I witnessed a person in a wheel chair having difficulty crossing Fell. Shortly, a DPT scooter rolled up to our corner. The DPT Officer did not ticket the car I called about. Instead, he went to the driveway of my neighbor on Ashbury, where she was unloading her groceries and two children. Apparently her garage is too narrow to easily unload inside. He proceeded to ticket her for blocking the sidewalk. I came out to overhear her explain that she would move the car on into the garage as soon as she got the groceries out and her daughter unbuckled from the child seat. He ignored her, and continued to write the ticket. I came up and explained that I had called about the car parked across the handicap access, not about my neighbor. At first he ignored me, but when I pressed the matter, he said to call Police Dispatch. I explained that I had called and that was why he had been sent out. He admitted he had been sent out, but called me a liar to my face, saying that I had complained about the sidewalk being blocked and he was out ticketing the person doing it. If I wanted the car across the handicap access ticketed, he said, I would have to make another call [??? We could easily see the car blocking the access from where we stood]. I asked for his name or badge number and he told me I could find his badge number on his "rear". With that, he got in his scooter and drove off. I called Police Dispatch to complain about him, but was directed to a "complaints" number. I left a message about the incident. I have never received a reply to that complaint from DPT.

I have heard, from neighbors and friends, other instances of similar kind. I would like to find out if this rude or abusive behavior is a trend. Elements in these two stories contain such behavior, as well as application of the letter of the law in an abusive way [my neighbor was parked in her driveway, so did block the sidewalk - but she was present and was in control of her car and indicated she would move the car in a timely manner].

From JDowney324@aol.com

To Janet.Michaelson@sfgov.org

Janet,

What is the complaint process for DPT and what is the follow-up?

Joan Downey

From Janet.Michaelson@sfgov.org

To JDowney324@aol.com

Hi Joan,

When a complaint comes in to the Director's office, it is logged in to a database for tracking and reporting purposes. It is determined what the nature of the complaint is, and then either handled by staff at the Director's office or forwarded to the appropriate Division for follow up and resolution. Many questions and complaints can be researched either in the office or with Citations, Enforcement or Engineering staff and responded to by the Director's staff. A letter or e-mail from the Director is always sent (sometimes a phone call) providing a response to the complaint or informing them their request has been forwarded to a given division for follow up. Here are a few examples:

Citations Division:

A complaint that a protest has been made, but still receiving delinquent notices. We will look up their record in the Citation database to determine when the cite was received and based on when they say they mailed the protest, inform them of what additional actions if any they need to take.

For a staff complaint we would respond apologizing for any difficulties they had with staff and let them know their request is being forwarded to the staff person's Supervisor. The Supervisor would then take the appropriate action with staff.

Enforcement Division:

For a PCO complaint we would respond apologizing for any difficulties they had with staff and let them know their request is being forwarded to the staff person's Supervisor for immediate follow up. We also let them know an investigation will take place and the complaint will be kept in personnel records. Enough complaints could lead to disciplinary action. The Supervisor would then take the appropriate action with staff and respond directly to the complainant.

Hopefully this will give you an overall sense of how we handle complaints.

Janet L. Michaelson, Director
Constituent Services & Special Projects
Department of Parking and Traffic
25 Van Ness Avenue, Suite 410
San Francisco, CA 94102

From: MARTIN L MACINTYRE <martin.macintyre@juno.com>

Subject: Re: DPT out of control?

Date: Thu, 11 Aug 2005 12:35:30 -0700

Wayne, I would suggest that you also ask for examples of exemplary behavior by DPT personnel. Our neighborhood has been fortunate to have one such person and we had to petition DPT to keep him from being transferred. On the other hand, my daughter recently had the same experience as you did when obtaining a residential parking permit. A number of individuals received parking tickets because of the long wait was so long and they didn't want to lose their place in line to go out and feed the meter. That office is apparently understaffed or inefficient. She remarked that there were many people in the office behind the counter talking and laughing when they should have been at the counter handling the overload. I also agree that your second example is a case of poor personnel. I have also experienced DPT personnel who seem to have a chip on their shoulder and are not using common sense in applying the law. You shouldn't have to amend the law (if the person is present and there is no person (disabled or otherwise) needing to pass that the car was impeding that no citation should be issued if the person returns within X minutes.

On a related topic, DPT seems to have a rule that even if the car is hooked up but isn't in the air, they don't tow the car if the driver returns. In those cases they should be able to add a fee to cover the cost of the tow truck coming and doing all the work except for towing the car (this might be the case but I don't think so). Martin

Disability Access

This meeting will be held in Room 308 (Operations Conference Room 312) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor, make a right, and enter through Room 308. The conference room is down the inner hallway and on your left.

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OCSC September 8, 2005, minutes

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

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FINAL MINUTES

of

Regular Meeting

APR 16 2008

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**Thursday, September 8, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Main Conference Room 312)
San Francisco, California**

1. Call to Order / Roll Call (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:10 p.m., Thursday, September 8, 2005. Mary Burns (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Mary Burns (Chair/Pro Temp for Joan Downey), Griffith Humphrey (Pro Temp for Sue Cauthen), and Norman Rolfe.

OCSC Members absent at Roll Call: Daniel Murphy, arrived at 3:10 p.m.

OCSC Members absent: Sue Cauthen and Joan Downey

MTA CAC Members, not on this committee, but also present: Griffith Humphrey, and Dorris Vincent (arrived at 3:10 p.m.)

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Debra Reed (MTA CAC Secretary), Janet Michaelson (MTA DPT Liaison), and Anne Richman (MTA Community Relations & Customer Service Manager).

Community Representatives Present: None

2. Adopt Minutes of August 15, 2005, also August 16, 2004:

Motion to adopt both August minutes by Norman Rolfe.

2nd by Griffith Humphrey

MTA CAC "OCSC" passed unanimously (Ayes – Burns (Chair), Humphrey, Rolfe)

3. Public Comment – Concerning any issue within the jurisdiction of the Committee and not

noted on the agenda:

None

4. Report of the Chair: Mary Burns (OCSC Chair)

Ms. Burns reported a positive experience in which she was able to quickly locate a MUNI officer nearby and report a signature soliciting violation. The officer promptly controlled the situation.

Matthew Bryant announced that track repair for the West Portal area was again postponed until March 2006.

5. DPT Complaint Process: (Discussion/Action) Janet Michaelson (MTA DPT Liaison)

Ms. Michaelson distributed a complaint-tracking handout entitled "tEDofficetracking" (tED – the Executive Director). DPT receives letters, faxes, 554-9811 phoned calls and E-mail complaints as well as those been forwarded from the Mayor's Office of Neighborhood Services, and the Board of Supervisors. All contacts would be responded to with complaint statuses, resolutions, or referral information if different division were involved. Types of complaints received by DPT's Engineering division were pedestrian improvement and sign-down complaints. The Citation division received complaints directed at the staffing shortage resulting in backlog of payments and complaints.

1380 Howard Street facility complaints included the long wait-time regarding lines and phone calls. There also were complaints regarding the small staff overwhelmed by the large influx of people rushing to Howard Street to beat the deadline for rate increases on Residential Parking Permits (RPP) had. Howard Street improvements had since included increased staff, a queuing system of taking a number, also Joy Houlihan embarked on a staffing needs analysis.

Questions and Comments from the OCSC

Mary Burns asked how were citizen complaints against PCOs handled? Answer: A letter of apology would be sent, noting that the supervisor would be informed of the negative behavior along with an explanation that PCO training includes treating the public with courtesy and professionalism. The complaint would then be assigned for investigation. PCO badge numbers are essential to identifying the officer (officer identification could be found on the citation). Officers that receive multiple complaints may be placed in an intervention program, with progressive discipline ranging from verbal warnings, suspensions, to PCO dismissal.

Daniel Murphy pointed out that citation delinquent notices could be very upsetting, when you know you have already sent your payment or your protest. Answer: There had been a backlog of payments and protests due to staffing shortage. Delinquent notices are automatic. For protests, an acknowledgement letter would be sent, explaining that collection action would be halted during the life of the protest. DPT had implemented improvements, such as additional staff to catch-up with the backlog, a queuing system by which people could take a number rather than standing in line, Joy Houlihan was conducting a staff needs analysis for job satisfaction to attract and maintain employees, improvements with phone equipment and additional staff to process in-coming phone calls.

6. Waiting Time at DPT's 1380 Howard Street facility: (Discussion/Action)

Anne Richman

The small facility consisting of 8 transaction windows and 2 hearing rooms, housed 2 separate functions, which were the Citation group and the Residential Parking Permit (RPP) group. Howard facility processed 90,000 RPPs, 2 million citations, 150,000 widow transactions, and 12,000 hearings. Of the 52 citation positions there were 15 vacancies due to medical leaves and the budget hold. Summer '05 was negatively impacted with the average wait time increased from the previous 13-minute record to an average 1-hour wait.

Proposed improvements included addressing the vacant clerical positions, also recruiting 5 positions over the next 2 months, and submitting requisitions for 10 positions. A queuing system had been under consideration where customers could take a number. 10 temporary workers were brought in to process mail. Eventually the 1 South Van Ness, ground floor, would be the future office cite in 2006, more centrally located, with good transit access.

Questions and Comments from the OCSC

Daniel Murphy:

Mr. Murphy asked for a breakdown on transactions. Answer: For FY 2005 the 147,000 window transactions included 5,000 Project 20 (Working Ticket Off program), 44,000 RPP, and 98,000 citations (citation payments combined with hearing requests).

People still pay citations in person, what automation processes were available? Answer: For a transaction fee of \$2.50 (citywide contract), Pay-by-phone has been available. DPT plans to simplify of online payments, and add a RPP renewal feature.

Questions and Comments from the OCSC

Daniel Murphy:

Since Mayor Gavin Newsom wants to do away with the \$2.50 pay-by-phone fee, who would be in charge of the citywide contract of that fee? Answer: It was a DTIS contract.

Motion: The MTA CAC recommends that as technology permits, wait times at the Citations Division (1380 Howard Street) be measured by the average of the maximum daily wait in addition to the average wait time.

2nd by Griffith Humphrey

MTA CAC "OCSC" passed unanimously (Ayes – Burns (Chair), Humphrey, Murphy, and Rolfe)

7. 39 Coit Update: (Discussion/Action) Sue Cauthen

Ms. Cauthen was not available for this item.

8. Committee Members' Questions/Information Requests: (Discussion/Action)

Norman Rolfe had spotted a number of advertisements on bus shelters for alcohol. Daniel Murphy responded that advertising on bus shelters was a different contract than actually advertising on buses themselves.

Ms. Burns again experienced 2 incidents in one day in which the buses she had boarded were commandeered to other assignments and all passengers were expelled. **K** and **M** cars would frequently be switched to **L** cars at the West Portal Station followed by passengers being disbursed in the middle of the hazardous intersection unprotected from approaching automobile traffic. Passengers wait longer for buses in addition to paying higher fares. Dorris Vincent added that she was told that Central Control would commandeer buses for missing runs. Daniel Murphy commented that it would be better to reassign buses at the end of their routes rather than inconveniencing passengers in route. Perhaps the General Signup may resolve bus line shortages.

9. Schedule Upcoming Meetings and Agenda Items: [Attachments] (Discussion/Action) Next regular meeting: November 15, 2005, at 401 Van Ness Avenue, Room 308 (Conference Room 312), at 3:00 p.m.

Mid-trip line reassignment – Central Control or Fred Stephens

10. Adjournment: 4:24 p.m.

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OCSC October 17, 2005, Agenda

**City and County of San Francisco
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Operations & Customer Service Committee (OCSC)

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**Notice of Regular Meeting and Agenda
for**

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**Monday, October 17, 2005 at 3:00 pm
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, Dan Weaver
(2 Vacancies)

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401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524
Phone (415) 554-6873 FAX (415) 554-4103**

**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

Regular Meeting

**Monday, October 17, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Operations Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of: (Attachment)(Discussion/Action) September, 2005	3:03
3.	Public Comment	3:05
4.	Report of the Chair (Discussion/Action)	3:10
5.	Mid-trip line assignment (Discussion/Action)	3:15
6.	POP Update (Discussion/Action)	4:00
7.	39 Coit Update (Discussion/Action)	4:40
8.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
9.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: October 17, 2005, 401 Van Ness, Room 308 (Conference Room 312), Time: 3:00 p.m.	4:55
10.	<u>Adjournment</u>	5:00

Attachments:

Agenda Item 2 -

Draft of August, 2005 Minutes

Agenda Item 9 -
Tentative Topic Calendar

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In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals

- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Disability Access

This meeting will be held in Room 308 (Operations Conference Room 312) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor, make a right, and enter through Room 308. The conference room is down the inner hallway and on your left.

The meeting location is wheelchair accessible. The closest BART and Muni Metro station is Civic Center. Accessible Muni bus lines nearest the meeting location are the 5-Fulton, 21-Hayes, 47 Van Ness, and 49 Mission-Van Ness. For more information about Muni accessible services, call 415-923-6142.

There is accessible on-street vehicle parking available in the vicinity of the meeting location. The Civic Center Garage, entrance on the south side of McAllister Street, between Polk and Larkin Streets, includes bicycle racks in view of a parking attendant. A bicycle rack is located outside the main entrance to 401 Van Ness.

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Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the

peoples' business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the peoples' review.

Written reports and background materials for agenda items are available for public inspection and copying at 401 Van Ness Avenue, Room 334, during regular business hours. Notices of Meetings and Agendas are posted on Muni's Web site at <http://www.sfmuni.com/cac>. Notices of meetings and agendas, and minutes are available at the San Francisco Public Library (Main), 100 Larkin Street - Government Section (5th Floor).

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OCSC October 17, 2005, minutes

**City and County of San Francisco
 Municipal Transportation Agency
 Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

DOCUMENTS DEPT.

FINAL MINUTES

of

Regular Meeting

APR 16 2008

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**Monday, October 17, 2005 at 3:00 p.m.
 401 Van Ness Avenue, Room 308 (Main Conference Room 312)
 San Francisco, California**

1. Call to Order / Roll Call (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:07 p.m., Monday, October 17, 2005. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Sue Cauthen, and Norman Rolfe.

OCSC Members absent at Roll Call: Daniel Murphy.

OCSC Members absent: Mary Burns

MTA CAC Members, not on this committee, but also present: None

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Deborah W. Denison (MTA CAC Liaison), Scott Heugly (MUNI Chief Protective Services-POP).

Community Representatives Present: Rosie West

2. Adopt Minutes of September 19, 2005:

Minutes would be continued for review and adoption at the November 2005 OCSC meeting

3. Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:

Rosie West comments:

· Trees from St. Francis Circle to 19th Avenue scratching the windows of the BREDAs LRVs

- People block doorways in the front and back door wells.
- Remind driver's to enforce handicapped and elderly seating in the front

4. **Report of the Chair:** Joan Downey (OCSC Chair)

Underground Metro destination signs need to be more conspicuous.

Ms. Downey spotted 5 Cable cars at 10:30 a.m. waiting at California and Drumm streets. Norman Rolfe reported that usually 6 to 7 Cable cars run the routes.

5. **POP (Proof of Payment):** (Discussion/Action) Scott Heugly (MUNI Chief Protective Services-POP)

Mr. Heugly responded to a list of questions forwarded from the MTA CAC OCSC:

What was the current staffing?

A total staff of 21

13 - Active Fare Inspectors

1 - on Light Duty

2 - on Worker's Comp

1 - on Leave of Absence

4 - Open Positions

What is the difference between Workers Comp and Light Duty? Answer: Workers Comp, the employee has not been released to return to work in any capacity. Light Duty, the employee has permission to return not necessarily to their regular duty but to work with restrictions. The purpose of Light Duty was to reduce Workers Comp. 60 to 70% of Light Duty employees were utilized for Rear Boarding patrol.

How many citations are written? Answer: For year 2005, an average of 400 to 500 tickets per month. In looking over the past years: year 2002 – 3,660 citations, year 2003 – 4,282 citations, and year 2004 – 4,626 citations. The heaviest days for violation occurred Tuesdays through Thursdays.

How much money was being brought in? Answer: \$50,000 to \$60,000 per year in citations. Fines were \$114.97, however a lot of fines are missing due to Judges had not assigning the proper fines, even lowering to dismissing fines. If they are decriminalized and moved over to the DPT court we would have more control.

Year 2002, of 672,864 people contacted, only 3,660 citations were issued. Daniel Murphy pointed out that with an average of 1 to 2 citations per officer each day, there was a need to be more aggressive with citations. Pairing up a POP officer with a Police Officer would increase authority

to stop people, or detain those who refused to sign their citations. Mr. Heugly mentioned with a new position of a Transit Officer with increased authority, MUNI could create their own Police Department like BART has. With enforcement of rules, Ms. Downey pointed out that people would see MUNI as safer, and possibly increase ridership.

What would happen if MUNI went to POP on all vehicles? To be most affective, transitioning to Transit Police Officers would have more enforcement authority than Fair Inspectors. Police Officers were used for enforcement however; they are rarely seen riding buses.

Motion: The MTA CAC recommends that the MTA explore the cost effectiveness and viability of transitioning out of the Fair Inspector program and into a Transit Police Officer program as a step towards the long term goal of system wide Proof of Payment, providing more effective fare enforcement and increasing system safety thereby increasing ridership and helping do MTA's part in reducing crime citywide.

2nd by Norman Rolfe

MTA CAC "OCSC" passed unanimously (Ayes - Downey (Chair), Cauthen, Murphy, and Rolfe)

6. **39 Coit Update:** (Discussion/Action) Sue Cauthen

Michael T. Burns also Jack Fleck, William Lieberman, and Stuart Sunshine, have each promised to obtain a copy of the legal opinion for the MTA CAC on the 39 Coit, but won't. Ms. Cauthen filed a Sunshine complaint on behalf of the Telegraph Hill Dwellers Parking and Traffic committee (THD). Ms. Cauthen felt that since the CAC was the primary mover and gave legitimacy to THD program that the CAC should support pointing out that MUNI had fallen through on the promise. Also Ms. Cauthen wanted the MTA CAC to either sign on or on behalf of the MTA CAC. The plan would be to limit parking during peak periods only to nearby residents.

Motion: INASMUCH AS the highest level of the Metropolitan Transportation Agency agreed to give its Citizens Advisory Committee the informal legal opinion about the limited parking plan for Coit Tower, and

SINCE the MTA and the CAC, through its Operations & Customer Service Committee, have for 4 years supported and aided in development of this transit improvement plan for the 39 Coit,

THEREFORE BE IT RESOLVED THAT the MTA CAC supports the Sunshine Ordinance complaint to obtain the legal document and asserts that the complaint is filed on behalf of the MTA CAC.

2nd by Daniel Murphy

MTA CAC "OCSC" passed unanimously (Ayes - Downey (Chair), Cauthen, Murphy, and Rolfe)

7. **Committee Members' Questions/Information Requests:** (Discussion/Action)

· Updated CAC Roster

- Why would 5 Cable cars be waiting at California and Drumm streets at 10:30 a.m.
- Double-parking on the “N” Judah line

8. Schedule Upcoming Meetings and Agenda Items: (Discussion/Action)

Next regular meeting: November 21, 2005, at 401 Van Ness Avenue, Room 308 (Conference Room 312), at 3:00 p.m.

- Midline assignment
- DPT Complaint process

9. Adjournment: 4:50 p.m.

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OCSC November 21, 2005, agenda and notice

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

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Operations & Customer Service Committee (OCSC)

APR 16 2008

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for**

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**Monday, November 21, 2005 at 3:00 pm
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver
(2 Vacancies)

The MTA CAC may be contacted as follows:

Municipal Transportation Agency, Citizens' Advisory Council
401 VAN NESS AVENUE-ROOM 334 -SAN FRANCISCO-CA. 94102-4524

(415) 554-6873 FAX (415) 554-4103

**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

Regular Meeting

**Monday, November 21, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Conference Room 312)
San Francisco, California**

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of: (Attachment)(Discussion/Action) September and October, 2005	3:03
3.	Public Comment	3:05
4.	Report of the Chair (Discussion/Action)	3:10
5.	Metro Service (Discussion/Action) • The times of the Metro lines for the week of October 30 - Nov 5 for review. • More bunching on the N-line has been seen. Why is this happening more now? Is it true on other lines as well? • What does Central Control do when they see LL K LL J LL at Embarcadero? What should they do? • Does anyone do anything when there are too many cars at the end of the line? • Has there been any more thought given to changing the designation of a car? • Under what circumstances do mid-line trip assignments occur? • What would it take to provide better identifying signage at Metro stops: i.e., station signs visible from the interior of the train.	3:15

6.	DPT Complaint Process (Discussion/Action) Review info from the Sept OCSC meeting: Is there a database for tracking complaints? If not, are there plans to use one? (If not: Motion: Urge DPT to track the complaints, by type, in a database.) If so, is there a category type assigned to each one? • Motion to recommend a "press 6 to register complaints or commendations" to the 553-1200 menu. Also add a way to register complaints on the website. • What is the department's policy for handling complaints & commendations? Does anything go in the employees' file? For how long? Is the customer contacted? Does the employee have a hearing? Is retraining part of the process? If nothing is standardized: Motion: Create a written procedure for handling complaints and commendations so that the rules will be administered fairly and evenly. • Motion: Add a Service Standard to track the resolution of the DPT complaints received.	4:15
7.	39 Coit Update (Discussion/Action)	4:40
8.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
9.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: January 23, 2006, 401 Van Ness Avenue, Room 308 (Conference Room 312) Time: 3:00 p.m.	4:55
10.	Adjournment	5:00

Attachments:

Agenda Item 2 -

Draft of September & October, 2005 Minutes

Agenda Item 9 -
Tentative Topic Calendar

Notes:

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**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
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Quarterly Update:

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OCSC November 21, 2005, minutes

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

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FINAL MINUTES

of

Regular Meeting

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**Monday, November 21, 2005 at 3:00 p.m.
401 Van Ness Avenue, Room 308 (Main Conference Room 312)
San Francisco, California**

1. Call to Order / Roll Call (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:07 p.m., Monday, November 21, 2005. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), and, Mary Burns.

OCSC Members absent at Roll Call: Sue Cauthen (arrived at 3:15), and Norman Rolfe (arrived at 3:10).

OCSC Members absent: Daniel Murphy

MTA CAC Members, not on this committee, but also present: Steve Ferrario (selected a Pro Temp for Norman Rolfe), and Bruce Oka.

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Debra Reed (MTA CAC Secretary).

Community Representatives Present: Rosie West

2. Adopt Minutes of September and October 2005:

Motion to adopt the September and October 2005 minutes by Norman Rolfe, with spelling corrections.

2nd by Bruce Oka

MTA CAC "OCSC" passed unanimously (Ayes – Downey (Chair), Burns, Cauthen, and Rolfe)

3. Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:

Rosie West:

- Reported doors out of service on M car (no date and car number).
- Reported incidents of passengers' bad manners.

4. Report of the Chair: Joan Downey (OCSC Chair)

MUNI puts out an extensive MUNI Operations Daily report on Metro services. Ms. Downey would like to see it posted on MUNI's website.

Motion: The MTA CAC recommends that MUNI post the "Operations Daily Report" on the sfmuni.com website with at least the previous month and the current month-to-date data available.

2nd by Sue Cauthen

MTA CAC "OCSC" passed unanimously (Ayes – Downey (Chair), Burns, Cauthen, Oka, and Rolfe)

5. Metro Service (Discussion/Action) David Banbury (MUNI Central Control)

Ms. Downey reported that last quarter's service standards were still at 71%. Metro lines had been seen leaving the Montgomery station, with as many as five L cars behind one another, leaving together to be followed by three K cars in a row.

Mr. Bandbury explained that five lines (J, K, N, L, and M) were feed through the subway. Once these cars are in the tunnel, variables such as a disabled car, would delay following cars, until that disabled car could be removed.

Ms. Downey asserted that numerous groups of bunched cars would eventually result in large gaps. Mr. Banbury explained service mobilization as regulated by Central Control and Metro Rail Operations personnel. He stressed that within the headways, feeding five lines through the tunnels, route changes, dealing with common problems, such as wheelchair, door, traffic, passenger loading and etc. would surely result in bunching, as the following trains would arrive. While the appearance would be bunching, it would be essential to keep the trains moving.

Mr. Ferrario said that beyond technical, maintenance, scheduling problems, all of which were issues, it was the customer needs and wants that were being overlooked. Solutions should be based on how to better serve customers through a better-organized system.

Ms. Downey would be drafting a letter for December 2005's MTA CAC meeting pointing out that something was broken in the system. Sue Cauthen would contribute her meeting notes for the letter.

Questions and Comments from the OCSC

Norman Rolfe:

Mr. Rolfe felt that the service standard of 71% could be, in a large way, attributed to lack of enforcement at transit-only lanes, bus stops, etc.

Could MUNI trucks be used to tow cars obstructing transit? Response: MUNI had a detailed contract with an independent contractor for buses, but not for towing cars. Liability for damaged cars due to tows would be a real issue.

Mary Burns:

Ms. Burns reported between Balboa and West Portal cars running within 1 to 2 minutes of each other in one direction, however during morning and afternoon commute rush hours, the K and M headways stretch up to 37 to 40 minutes.

Sue Cauthen:

Ms. Cauthen cited an October letter addressed to the Mayor noting an increase in single cars resulting in crowded trains. Response: the L, M, and N were 2-car trains. Should there be a problem with one of the cars or a shortage of equipment, rather than take both cars out of service, the remaining car would be sent to cover the headway. Cars had been sent back with maintenance issues, doors, and other problems.

Public Comment

Rosie West:

MUNI often remove trains from the M and K lines to provide transportation to Ball Park fans, leaving regular customers with reduced service. Trains carrying passengers were constantly commandeered for Ball Park service, ejecting riders from the train to seek other trains in order to complete their trip.

6. DPT Complaint Process (Discussion/Action)

Ms. Downey made the following motions for adoption at the MTA CAC December's meeting:

Motion: The MTA CAC urges DPT to track complaints by type, in a database.

Motion: The MTA CAC recommends that DPT include a "press 6 to register complaints or commendations" to its 553-1200 menu. Also add a way to register complaints on its website.

Motion: The MTA CAC recommends the creation of a written procedure for handling complaints and commendations so that rules would be administered fairly and evenly.

Motion: The MTA CAC recommends the adding of a Service Standard to track the resolutions to DPT complaints received.

A single vote was taken for all 4 motions listed for item 6.

Moved by Norman Rolfe

2nd by Mary Burns

MTA CAC "OCSC" passed unanimously (Ayes – Downey (Chair), Burns, Cauthen, and Rolfe)

7. 39 Coit Update (Discussion/Action)

Ms. Cauthen filed a Sunshine complaint for the informal legal opinion. Neither Michael Burns nor Stuart Sunshine had delivered the opinion as promised. Ms. Cauthen wanted to name the MTA CAC in pursuing the Sunshine complaint along with the Telegraph Hill Dwellers and herself, to not only support the complaint but also to permit it filed on behalf of the three afore mentioned parties. An attorney had advised her that the MTA CAC as a committee had no standing to take this position, however various member of the CAC felt that as citizens since they are were not employed by the MTA nor were they receiving pay for participating on the CAC, and as representatives of the public, their purpose would be to take positions.

8. Committee Members' Questions/Information Requests: (Discussion/Action)

Joan Downey asked if NextBus was totally operational for cable car lines. Steve Ferrario responded with information from the November 2005 EMSC meeting (presented by John Funghi) that NextBus for Cable Car was expected to be fully funded and implemented by the end of 2006.

Mary Burns would like a 2-hour morning tour at the Balboa Station to observe sequencing and timing patterns of streetcars leaving for their assignments. (A tour was arranged for Ms. Burns for January 5, 2006 at the Balboa Station.)

9. Schedule Upcoming Meetings and Agenda Items: [Attachments] (Discussion/Action)

Next regular meeting: January 23, 2006, at 401 Van Ness Avenue, Room 308 (Conference Room 312), at 3:00 p.m.

- Cable cars, Norman Rolfe reported that in his conversation with Brenden Scanlon, that there were not enough inspectors to cover all the various tasks.
- Operator Training on Customer Relations, Mary Burns
- Driver Training, Sue Cauthen. Norman Rolfe felt that many issues could be attributed to coach maintenance, such as transmissions and breaks.

10. Adjournment: 4:55 p.m.

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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for
Monday, January 23, 2006 at 3:00 pm
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver
(2 Vacancies)

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Municipal Transportation Agency, Citizens' Advisory Council
1 South Van Ness Avenue, 7th Floor – San Francisco, CA 94103-5417
☎ (415) 701-4666 FAX (415) 701-4502



**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Finance & Administration Committee (FAC)**

**Regular Meeting
Monday, January 23, 2006 at 3:00 p.m.**
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of November, 2005: (Attachment) (Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	Cable Car Update (Discussion/Action)	3:10
6.	Muni Operations Daily Report Review/Explanation (Discussion/Action)	3:45
7.	Motion re Metro service – Follow-Up from Nov 2005 meeting (Discussion/Action) WHEREAS the OCSC has met with Street Operations and Central Control personnel to try to determine why the Metro system doesn't work for the customers and everyone at Muni seems to be doing the job they have been assigned to do, still the train headways seldom are within range of the published headways. This is bad news for the customers and probably a big reason that Muni is not attracting new riders. THEREFORE BE IT RESOLVED THAT the OCSC urges Muni to study Metro operations to determine how best to run the Metro lines efficiently. Here are some of the suggestions we have proposed in the past that we request you consider for more efficient Metro operations: • Treat outbound L's, K's, and M's as interchangeable lines such that the appropriate order and balance in service is maintained at all times. • Assign a line Manager or Inspector who would be responsible for each route. Managers and Inspectors should be trained to understand the general strategy for each route such that there would be few contradictions between inspectors at different points in the route. "Next Bus" should be used to assist in making necessary adjustments. • Metro should have signal priority at every crossing in as	4:20

	many sections of each line as possible. Where possible, delete 4 way stop signs and replace with signals. The remaining stop signs on Muni routes should be coordinated with passenger stops and only be provided for pedestrian safety and convenience. Investigate the possibility of relocating the stop to combine the passenger stop near the safety stop. • Provide ticket vending machines to speed up loading at busy stops. • Provide more signs to encourage passengers with tickets to use all doors.	
8.	Report on Visit to Balboa Park Muni Station, Mary Burns (Discussion/Action)	4:30
9.	39 Coit Update (Discussion/Action)	4:45
10.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
11.	Proposed Amendment to the Rules of Order (Discussion/Action) Article 4, Section 2 of the Municipal Transportation Agency's Citizens Advisory Council 's Rules of Order shall be amended to read: "Regular meetings. The OCSC shall hold its regular meeting at One South Van Ness Avenue, Room 3075, at 3:00 p.m. every third Monday of the month."	4:55
12.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: February 23 rd , 2006, Time: 3:00 p.m. (2/20 Washington B'Day) 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075)	4:56
13.	Adjournment	5:00

Attachments:

Agenda Item 2 -
Draft of November, 2005 Minutes

Agenda Item 8 -
Report on Visit to Balboa Park Muni Station

Agenda Item 9 -
Tentative Topic Calendar

Notes:

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Members of the Citizens' Advisory Council who are not members of the FAC may attend Committee meeting.

In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Disability Access

This meeting will be held in Room 308 (Conference Room 312) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor, make a left, and enter through Room 308.

The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus lines nearest the meeting location are the 5-Fulton, 21-Hayes, 47-Van Ness, and the 49-Mission-Van Ness. For more information about Muni accessible services, call (415) 923-6142.

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Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the peoples' business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the peoples' review.

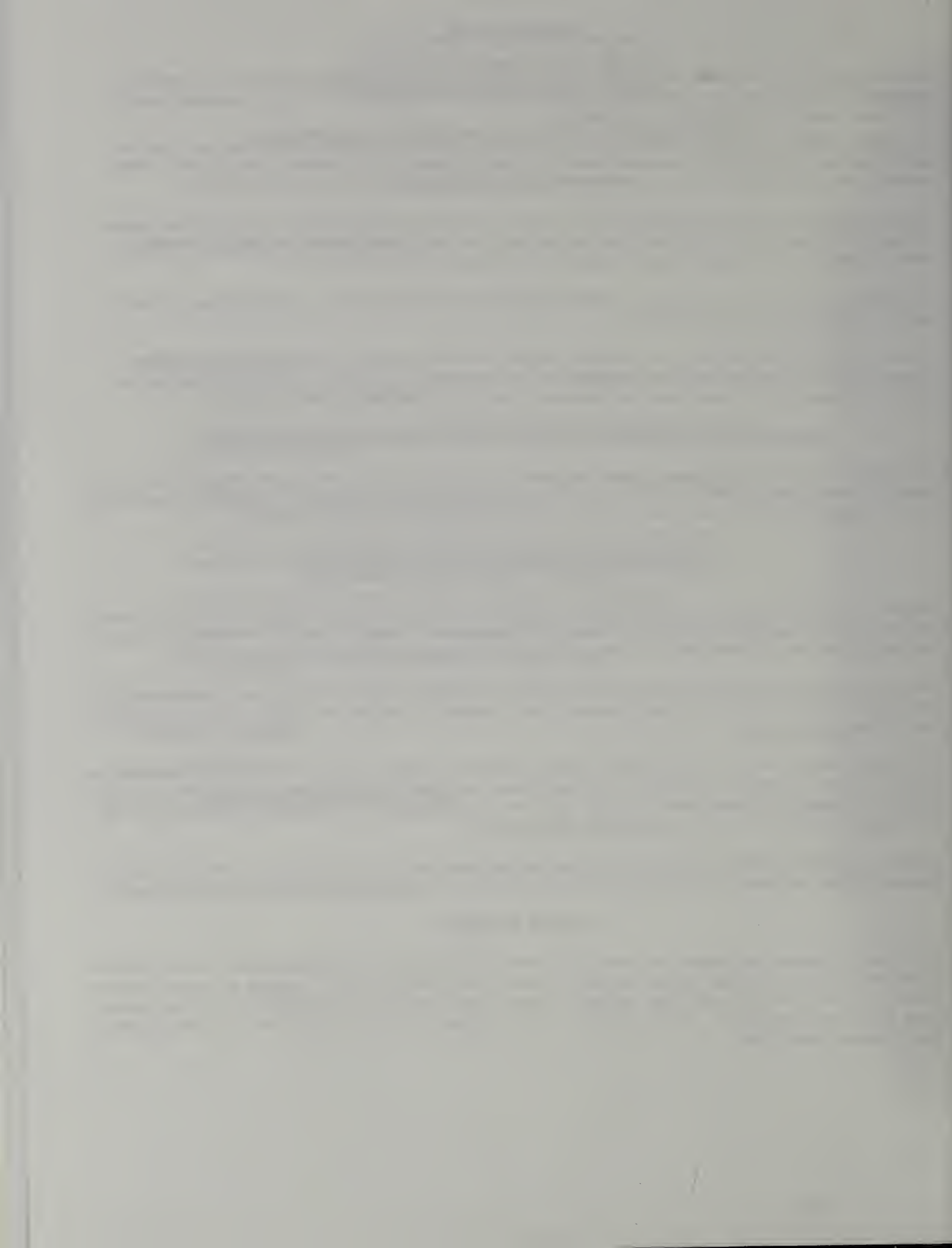
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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

FINAL MINUTES
of
Regular Meeting

DOCUMENTS DEPT.

Monday, January 23, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

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1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:05 p.m., Monday, January 23, 2006. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, and Norman Rolfe.

OCSC Members absent at Roll Call: Daniel Murphy arrived at 3:35 p.m.

OCSC Members absent: Sue Cauthen

MTA CAC Members, not on this committee, but also present: None

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Jim Kelly (MTA Sr. Operations Manager), Brandan Scanlan (MTA Superintendent – Cable Car Operations), and Debra Reed (MTA CAC Secretary).

Community Representatives Present: No members from the public were present.

2. **Adopt Minutes of November 2006:**
Item to be continued at the next OCSC meeting.
3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**
None.
4. **Report of the Chair:** Joan Downey (OCSC Chair)

Ms. Downey spoke with Rosie West (community representative). Ms. West, although mobility impaired, was denied use of the handicap ramp by both an operator and an inspector at the West Portal station, citing that only wheelchairs were allowed to use the ramp. Daniel Murphy suggested continuing this concern at the next OCSC.



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5. **Cable Car Update:** [Attachment] (Discussion/Action) Brendan Scanlan

Mr. Scanlan responded to a list of questions.

- An update on service on the cable car lines

Co-mingling of funds had stopped. Drivers start service with no cash.

Service continued to be sporadic. While there had been an improvement towards adequate staffing for deploying runs, on the other hand mechanical breakdowns such as cables and motors had been on an increase. An increase in inspectors would also effect improvements in lingering Shop resistance. To accomplish running cable cars every 8 minutes opposed to running off schedule at every 10 to 11 minutes would certainly increase Cable car revenue perhaps some 25 to 30%. Norman Rolfe pointed out that the Charter specified a 6-minute headway.

- What's the status of NextBus usage?

Due to money problems, street inspectors were still waiting for purchases of vehicles installed with laptops to access NextBus.

- Status of street inspectors?

As part of the budget, the staff of inspectors were reduced from 14 to 6, also lost were an assistant and a secretary. However, due to early retirements, 9 inspectors were still maintained in the division, even though budgeted for 6 inspectors. A staff of 14 inspectors would be optimal for coverage. The division would greatly benefit from a superintendent, to increase moral, plan training needs, and develop team spirit.

- Explanation of idle cars that continue to park at Drumm and California streets

The small staff of inspectors had been bombarded just keeping the cars running, arranging shuttle busses when the lines go down, transporting drivers to get busses, relocating cable cars, towing, and others. An inspector had been relocated to Powell and California to monitor the service flow of Cable cars. A side point, there had been trainer cars (usually 2) that perhaps were mistaken to be idol cars.

- What is the impact of limousines taking away business?

Even motorized Cable cars had been spotted along the tracks.

- Had any changes been made regarding the co-mingling personal funds with fare funds?

Mayor Gavin Newsom and the new Executive Director Nathaniel Ford met with the Cable Car division regarding the Mayor's scathing comments. While policies had always been in place, audits had been deficient. General Manager Fred Stephens, Michael Hursh with Security, and Dianne Buckbinder with Finance had been working on legislation with the Union and the City Attorney to roll out a comprehensive program by February 1, 2006. This program included fare handling, fare balancing, fare turn in, investigation on Cable cars, and disciplinary process.

- Has driver as recommended by the CAC made any changes regarding tracking revenue?

Since operators were assigned to runs, the focus would be directed by run, rather than by operator. There was a lack of resources for tracking purposes. Variables for consideration would include time of day (commuters using fast passes), line delays, headway variations resulting in more or less passengers, to name a few. The remaining staff after Budget cuts had been relegated to passenger service complaints, street supervision and administrative.

Motion:

CAC supports a continued staffing level of at least nine inspectors.

CAC supports the purchase of at least four laptop computers for the inspectors use.

CAC supports increased investigation of fare collection.

CAC supports increased open hours of the fare collection booths at the cable car terminals.

2nd by Daniel Murphy

MTA CAC "OCSC" passed unanimously (Ayes – Downey (Chair), Burns, Oka, and Murphy)

6. Muni Operations Daily Report review/explanation: Jim Kelly (Discussion/Action)

Mr. Kelly distributed and reviewed a MUNI Operations Daily Report for January 20, 2006. He also explained the terms and how to read the report. The Operational Daily Report could be found posted at Rescue MUNI's website at rescuemuni.org.

7. Motion re Metro Service – follow-up from Nov 2005 meeting: (Discussion/Action)

Rather than a letter, Ms. Downey and Mary Burns composed the following motion:

Motion: WHEREAS the OCSC has met with Metro Street Operations and Central Control personnel to try determine why the Metro system does not provide consistent, reliable service to customers; and

WHEREAS Muni personnel appear to be doing the job they have been assigned to do but still the train headways seldom are within range of the published headways; and

WHEREAS the lack of consistent, reliable, scheduled service had a direct impact on discouraging ridership,

THEREFORE BE IT RESOLVED THAT the MTA CAC urges MTA to study Metro operations to determine how best to run the Metro lines efficiently, reliably, and consistent with published schedules.

Here are some of the suggestions we have proposed in the past that we request you to consider for more efficient Metro operations:

- Treat outbound L's, K's, and M's as interchangeable such that the appropriate order and balance in service is maintained at all times
- Assign a line manager or inspector who would be responsible for each route. Managers and inspectors should be trained to understand the general strategy for each route such that there are few contradictions between inspectors at different points of the route. NextBus should be used to assist in making necessary adjustments.

- Metro should have a signal priority at every crossing in as many sections of each line as possible. Where possible, delete 4-way stop signs and replace with signals. The remaining stop signs on Muni routes should be coordinated with passenger stops and only be provided for passenger safety and convenience. Investigate the possibility of relocating the stop to combine the passenger stop near the safety stop.
- Provide ticket vending machines to speed up loading at busy stops.
- Provide more signs to encourage passengers with tickets to use all doors.

2nd by Norman Rolfe

MTA CAC "OCSC" passed unanimously (Ayes – Downey (Chair), Oka, and Murphy. Burns was not available for the vote)

8. **Report on Visit to Balboa Park Muni Station** Mary Burns

Ms. Burns asked that this item be continued at the next OCSC meeting.

9. **39 Coit Update:** (Discussion/Action) Sue Cauthen was not available.

Ms. Downey announced that the Sunshine meeting was scheduled for January 24, 2006.

10. **Committee Members' Questions/Information Requests** (Discussion/Action)

- Why is there no signage outside the Forrest Hill Station to indicate that this would be the entrance of where you would go to ride Muni Metro, perhaps a sign that says K, L, and M lines?
- What are the procedures when a car parked on the tracks blocks a train? Just last week, an illegally parked car blocked the red area by the tunnel along the N Judah line.
- Why did the project at 9th Avenue and Lincoln Way require the narrowing of the sidewalk
- Please define the purpose for the street upgrade project at Beacon Street near Digby and Laidley streets
- Southbound at Cole and Carl streets, there is still a problem with delivery trucks parking in bus zones designated for the 43 and the 37 lines.

11. **Proposed**

Daniel Murphy commented that the OCSC committee needed to adopt the policy for the official meeting location change.

The MTA CAC OCSC agreed to change the regular meeting date and location to every third Monday of every month, except December, at 3:00 p.m. at One South Van Ness Avenue, in room 3075.

2nd by Norman Rolfe

MTA CAC "OCSC" passed unanimously (Ayes – Downey (Chair), Oka, and Murphy. Burns was not available for the vote)

12. Schedule Upcoming Meetings and Agenda Items: [Attachments] (Discussion/Action)

Next regular meeting: February 13, 2006, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

- Handicap ramp should be accessible to any disabled passenger – re-iterate the policy.
- Service Standards with Debbie Denison, including DPT
- Operator Training "Customer Relations"
- Driver Training versus Mechanical Problems to Dan Weaver
- Mary Burns' Metro Tour
- The meeting for March scheduled for March 27, 2006.

13. Adjournment: 5:34 p.m.

Attachments:

Agenda Item 2 -
Draft of November 2005 Minutes

Agenda Item 8 -
Report on Visit to Balboa Park Muni Station

Agenda Item 9 -
Tentative Topic Calendar



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for**

**Thursday, February 16, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3074
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, and Dan Weaver
(2 Vacancies)

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The MTA CAC may be contacted as follows:

**Municipal Transportation Agency Citizens' Advisory Council
1 South Van Ness Avenue, 7th Floor – San Francisco, CA 94103-5417
☎(415) 701-4666 FAX (415) 701-4502**



City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Regular Meeting
Monday, February 16, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3074
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of November 2005 and January 2006 (Attachment)(Discussion/Action)	3:02
3.	Public Comment	3:03
4.	Report of the Chair (Discussion/Action)	3:04
5.	Service Standards (Discussion/Action)	3:05
6.	Relieve traffic problems on Stanyan between Fell & Fulton streets by eliminating parking lane. (Discussion/Action)	4:00
7.	Policy on using ramps for disabled not in wheelchairs (Discussion/Action) Motion: WHEREAS there are disabled members of our community who have been denied access to disabled ramps/exits from Muni vehicles because they were not in wheelchairs; THEREFORE BE IT RESOLVED THAT the CAC recommends that operators and supervisors be given specific instructions that <u>anyone</u> requesting to use the ramps designed for the disabled be allowed to use them.	4:25
8.	Report on Visit to Balboa Park Muni Station, Mary Burns (Discussion/Action)	4:30
9.	39 Coit Update (Discussion/Action)	4:45
10.	Regular Meeting Date and Location (Discussion/Action) Adoption meeting location and date of 3:00 p.m., every third Monday of every month, excluding December, at One South Van Ness Avenue, Room 3075	4:50
11.	Committee Members' Questions/Information Requests (Discussion/Action)	4:52
12.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: March 27, 2006 1 South Van Ness, Room 3075, Time: 3:00 p.m. Topics: Operator Training on Customer Relations Fast Pass Distribution and Sales	4:56
13.	Adjournment	5:00

Attachments:

Agenda Item 2 -
Draft of November 2005 Minutes
Draft of January 2006 Minutes

Agenda Item 8 –
Report on Visit to Balboa Park Muni Station

Agenda Item 9 -
Tentative Topic Calendar

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Disability Access

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The meeting location is wheelchair accessible. The closest BART and MUNI Metro station is Civic Center. Accessible MUNI bus lines nearest the meeting location are the 7-Haight, 9-San Bruno, 47-Van Ness, 49-Van Ness/Mission, and the 71-Haight-Noriega, also the F-Market & Wharves (Historic Streetcar Service). For more information about MUNI accessible services, call 415-923-6142. There is accessible on-street vehicle parking available in the vicinity of the meeting location. The Civic Center Garage, entrance on the south side of McAllister Street, between Polk and Larkin Streets, includes bicycle racks in view of a parking attendant.

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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

FINAL MINUTES
of
Regular Meeting

DOCUMENTS DEPT.

Thursday February 16, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3074
San Francisco, California

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Final
1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:03 p.m., Thursday, February 16, 2006. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, and Norman Rolfe.

OCSC Members absent at Roll Call: Daniel Murphy arrived at 3:05.

OCSC Members absent: Sue Cauthen

MTA CAC Members, not on this committee, but also present:

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Deborah W. Denison (MTA IT Projects), Marisa Espinosa (MTA Special Projects Manager – Finance), and Debra Reed (MTA CAC Secretary).

Community Representatives Present: None

2. **Adopt Minutes of November 2005 and January 2006:**

Motion to adopt the November 2005 minutes by Mary Burns.

2nd by Norman Rolfe

MTA CAC "OCSC" passed (Ayes – Downey, Burns, and Rolfe.)(Murphy was not available for vote)

Motion to adopt the January 2006 minutes by Mary Burns, with changes.

2nd by Norman Rolfe

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**

None



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4. **Report of the Chair:** Joan Downey (OCSC Chair)

Regarding the problem of Daily Operations reports sent to Rescue Muni being bounced back by ATT's server was resolved. Daily Operation reports to Rescue Muni were resumed.

The Beacon street calming project, near Digby and Laidley streets, was initiated by the community.

5. **Service Standards:** [Attachment] (Discussion/Action) Deborah W. Denison and Marisa Espinosa

Ms. Denison distributed and reviewed copies of the 2nd Quarter FY 2006 Service Standards, dated 2/15/2006. Ms. Denison pointed that both DPT and Muni had been combined in the report as the MTA service standards.

Questions and Comments from the OCSC

Daniel Murphy:

Commenting on quarter to quarter results, Mr. Murphy felt that year to year results were also useful information to see changes over a period of time.

Commenting on hour of service, Mr. Murphy felt that measurements of fully allocated costs on modes (LRV, bus, cable car, etc.) per passenger mile would be good study tools.

Norman Rolfe added that the LRV measurement should separate out, salaries of station agents, costs of maintaining gates, etc., should also be included.

Joan Downey:

From a previous CAC recommendation, where coefficient values being used? Response, yes, Ms. Denison would forward copies of those reports.

Ms. Downey and others felt that some of the 85% goals for a 90-day response time should be more aggressive, reset to as at least 95%.

Ms. Downey and Mr. Murphy still wanted a standard deviation analysis of wait time at the Howard Street facility.

Ms. Downey felt that DPT violations, such as cars blocking or parked on tracks, that hindered transit flow thus generating incident reports to Central Control, should be a DPT service standard. Those DPT standards should reflect number of reports per quarter with a goal of 0.00%.

Motion The MTA CAC recommends that the number of annual pedestrian injuries and deaths should be one of DPT's service standards.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

Motion The MTA CAC recommends that Charter mandated standards be indicated as such on the Service Standards report.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

Motion The MTA CAC recommends that the Service Standards report use full-year performance, not just 4th quarter performance for comparison purposes. Additionally the MTA CAC recommends that quarterly Service Standards reports compare performance quarter over quarter, for example comparing 2nd quarter of FY06 to 2nd quarters of previous fiscal years.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

Motion The MTA CAC recommends the load factor goals be framed as a percentage of lines complying with the 85% target, and that lines not complying have their schedules and level of service examined.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

Motion The MTA CAC recommends that the standard for the time to respond requests for changes to traffic or parking controls from the public be set at more of an aggressive level of at least 90%.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

Motion The MTA CAC recommends that the Service Standards include fully allocated costs per passenger mile by mode.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

Motion The MTA CAC recommends that the number of parking enforcement incidents resulting in a notation in the Muni Central Control log be measured, and that a goal of reducing such incidents be adopted for DPT.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

Motion WHEREAS pedestrian safety statistics reported to the MTA Board, the MTA CAC recommends that pedestrian injuries and fatalities be included in the Service Standards report.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

Motion The MTA CAC recommends that abandoned vehicle report response time be framed in business days rather than hours.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

Motion The MTA CAC recommends that a Service Standard for speed of response to sidewalk parking, crosswalk parking and blocked driveway parking be adopted.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

Motion The MTA CAC recommends that walk-in citation and RPP wait time include the average of the top 5% of wait time.

Moved by Daniel Murphy

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

6. Relieve traffic problems on Stanyan between Fell and Fulton streets by eliminating parking lane: (Discussion/Action) Jerry Robbins

Ms. Downey announced that she had a conversation with Supervisor Ross Mirkarimi regarding closing JFK Avenue on Saturdays. From polling various people, objections expressed had been difficulty of cross-town traffic especially on Sundays.

Mr. Robbins distributed pictures of the targeted area. 7 to 9 parking spaces had already been removed; along with the implementation of traffic flow plans and developments to ease the affected area.

Motion The MTA CAC recommends that the MTA implement an east bound right turn lane and right arrow signal on Fulton Street at Stanyon Street in order to reduce congestion at that intersection, assuming it has no negative impact on Muni buses.

2nd by Mary Burns

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

7. Policy on using ramps for disabled not in wheelchairs: (discussion/Action)

Motion: WHEREAS there are disabled members of our community who have been denied access to disabled ramps/exits from Muni vehicles because they were not in wheelchairs;

THEREFORE BE IT RESOLVED THAT the CAC recommends that operators and supervisors be given specific instructions beyond the issuance of a bulletin that anyone requesting to use the ramps or mechanisms designed for the disabled be allowed to use them.

2nd by Daniel Murphy

MTA CAC "OCSC" passed (Ayes – Downey, Burns, Murphy and Rolfe.)

8. Report on visit to Balboa Park Muni Station (Discussion/Action) Mary Burns

Ms. Burns hopes to work through the OCSC to improve customer service, as well as education and communication to the public.

9. 39 Coit Update: (Discussion/Action) Sue Cauthen

Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee
FINAL Minutes of Regular Meeting
Thursday February 16, 2006

Ms. Cauthen was not available for the report

10. **Committee Members' Questions/Information Requests:** (Discussion/Action)
11. **Schedule Upcoming Meetings and Agenda Items:** [Attachments] (Discussion/Action)
Next regular meeting: March 27, 2006, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

Topics:

Fast Pass distribution and sales

Operator training in customer relations, with staff and 250A Union reps speakers

12. **Adjournment:** 5:07 p.m.

Attachments

Item #2 – November 2005 and January 2006 OCSC minutes.

Item #5 - 2nd Quarter FY 2006 Service Standards, dated 2/15/2006.

Item #6 – pictures of the Stanyon and Fulton streets area.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for**

**Monday, March 27, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy, and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,
Bruce Oka, Cesar Perez, Dorris Vincent, and Dan Weaver
(2 Vacancies)

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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)

Regular Meeting
Monday, March 27, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of February 2006 (Attachment)(Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	Operator Training on Customer Relations (Discussion/Action)	3:10
6.	Fast Pass Distribution and Sales (Discussion/Action)	3:55
7.	Has the \$5 fare effected the Cable Car number of riders? (Discussion/Action)	4:30
8.	39 Coit Update (Discussion/Action)	4:40
9.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
10.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: April 17, 2006 1 South Van Ness, Room 3075, Time: 3:00 p.m.	4:55
11.	Adjournment	5:00

Attachments:

Agenda Item 2 -
Draft of February 2006 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Disability Access

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The meeting location is wheelchair accessible. The closest BART and MUNI Metro station is Civic Center. Accessible MUNI bus lines nearest the meeting location are the 7-Haight, 9-San Bruno, 47-Van Ness, 49-Van Ness/Mission, and the 71-Haight-Noriega, also the F-Market & Wharves (Historic Streetcar Service). For more information about MUNI accessible services, call 415-923-6142. There is accessible on-street vehicle parking available in the vicinity of the meeting location. The Civic Center Garage, entrance on the south side of McAllister Street, between Polk and Larkin Streets, includes bicycle racks in view of a parking attendant.

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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

FINAL MINUTES
of
Regular Meeting

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Monday, March 27, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

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inal
1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:06 p.m., Monday, March 27, 2006. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, Sue Cauthen, and Norman Rolfe.

OCSC Members absent at Roll Call: Daniel Murphy arrived at 3:37

OCSC Members absent: None

MTA CAC Members, not on this committee, but also present: None

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Debra Reed (MTA CAC Secretary), Paul Petersen (MTA Superintendent of Training and Development), and Chris Ruiz (MTA Revenue)

Community Representatives Present: Rosie West

2. **Adopt Minutes of February 16, 2006:**

Motion to adopt the February minutes by Mary Burns, with correction.

2nd by Norman Rolfe

MTA CAC "OCSC" passed unanimously (Ayes – Downey, Burns, Cauthen, and Rolfe. Mr. Murphy was not available for vote.)

3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**

None

4. **Report of the Chair:** Joan Downey (OCSC Chair)

No report was presented



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5. Operator Training on Customer Relations (Discussion/Action) Paul Petersen

Mary Burns was concerned with customer service by operators, citing examples such as, providing status to riding customers with updates on delays, or dealing with unruly riders, accessibility for handicap (with or without wheelchairs), etc. She also asked if complaints and commendations were used as queues for training needs?

Mr. Petersen responded that there were several customer relations training programs and videos. The State VTT law (Verification of Transit Training) required transit operators to have a minimum of 8 hours training annually. Customer Relations Training would be presented at these training sessions as well as during Operator Refresher Training for motor coach and trolley coach operators also during biennial Refresher training for all rail operators, which would be required by Federal and State mandates. The California Public Utilities Commission conducts a triennial audit to ensure that this Refresher Training would be delivered to all operators. Special attention would be given to operators who had more than the average number of problems with customer complaints and accidents.

Passenger announcements regarding vehicle/line delay status would be stressed more in Rail training rather than trolley/motor, because motor coaches may be able to seek alternate routes, whereas rail cars might be stuck in a tunnel or subway.

Passengers wanting to place complaints may call (415-923-6164). Necessary information would be the 4-digit bus number, date, the time of day, and if possible the operator's number on the shoulder sleeve.

Ms. Downey requested that training videos and pamphlets be available for committee review.

6. Fast Pass Distribution and Sales: (Discussion/Action) Chris Ruiz

Ms. Ruiz explained contract guidelines between the MTA and vendors. Vendors could be located on the MTA website. In addition to Safeway stores, the MTA had been seeking to do business with Rite Aid, Walgreen's, and Albertson stores, however the commission per fast pass sold was so small, many store chains were not interested. The newer version of City vendor contracts had a 12B compliant clause that disqualified many interested vendors. Also the \$10,000 Crime insurance requirement was very discouraging for vendors.

Some contracts had to be terminated due to some vendors misappropriating funds. To avoid some of these problems, vendors were limited to a 7-day window for fast pass sales. New technology such as Translink, Smart Card, AVM machines, Auto Load, and E Cash, would certainly be a solution to many sales problems once readers become available on every MTA transit vehicle and fare gates were updated.

The Agency had utilized tents outside of some City BART locations since MTA was unsuccessful in negotiating with BART for using their station locations to set up MTA sales booths.

Motion: The MTA CAC recommends that the MTA consider increasing the commission to a level that would provide an incentive to the vendor.

2nd by Mary Burns

MTA CAC "OCSC" passed unanimously (Ayes – Downey, Burns, Cauthen, Murphy, and Rolfe.)

7. **Has the \$5 fare affected the Cable Car number of riders?** (Discussion/Action) Chris Ruiz

Revenue was up by 52% for Cable cars. There were several variables that could affect ridership, i.e., conventions, etc. It was too early at this time to say what impact the \$5 fare was having on number of riders.

8. **39 Coit Update:** (Discussion/Action) Sue Cauthen

Bill Seelinger will be meeting with William Lieberman (MTA Planner) to pursue testing in Summer 2006 as well as preferential parking for Coit Tower residents.

9. **Committee Members' Questions/Information Requests:** (Discussion/Action)

- ♦ Outbound articulated busses west-bound on Lincoln Way had been stopping short of the 9th Avenue bus zone, thus completely blocking the pedestrian crosswalk, sending pedestrians out into 9th Avenue traffic. This was creating a severe safety issue for Park and County Fair Building event visitors.
- ♦ Heavy traffic complications during commute hours between motorists and transit at the intersection of St. Francis Circle, Junipero Serra and Sloat boulevards suggested a serious need for traffic monitoring by either SFPD or DPT.

10. **Schedule Upcoming Meetings and Agenda Items:** [Attachments] (Discussion/Action)
Next regular meeting: May 15, 2006, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

- ♦ DPT – 1390 Howard Street facility, customer wait time – Joy Houlihan
- ♦ \$5 fare affect on Cable Car number of riders, ride check policy and frequency – Susan Chelone and Pacifico Paculba
- ♦ Training???

11. **Adjournment:** 5:00 p.m.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for**

**Monday, April 17, 2006 at 3:00 pm
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver
(2 Vacancies)

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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, April 17, 2006 at 3:00 p.m.**
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of March 27, 2005: (Attachment) (Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	1380 Howard Street facility – Customer Service (Discussion/Action) Joy Houlihan	3:10
6.	\$5 Fare affect on Cable Car number of riders, Ride Check policy and frequency (Discussion/Action) Susan Chelone and Pacifico Paculba	4:00
7.	39 Coit Update (Discussion/Action)	4:40
8.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
9.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: May 15, 2006, Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075) Suggested topics: PSR update; Combining the 587/588, Residential Parking Permit and General Enforcement Groups	4:55
10.	Adjournment	5:00

Attachments:

Agenda Item 2 -
Draft of March 27, 2005 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Communication Issues (see chart) in March 2005
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Translink
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Disability Access

This meeting will be held in Room 308 (Conference Room 312) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor, make a left, and enter through Room 308.

The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus lines nearest the meeting location are the 5-Fulton, 21-Hayes, 47-Van Ness, and the 49-Mission-Van Ness. For more information about Muni accessible services, call (415) 923-6142.

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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**FINAL MINUTES
of
Regular Meeting**

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**Monday, April 17, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California**

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final
1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:03 p.m., Monday, April 17, 2006. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Bruce Oka (Pro Temp for Sue Cauthen), and Norman Rolfe.

OCSC Members absent at Roll Call: Mary Burns arrived at 3:04 p.m.

OCSC Members absent: Sue Cauthen, and Daniel Murphy.

MTA CAC Members, not on this committee, but also present: Bruce Oka (Pro Temp for Sue Cauthen).

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Debra Reed (MTA CAC Secretary), Joy Houlihan (MTA - DPT), Pacifico Paculba (MTA - Muni).

Community Representatives Present: None

2. **Adopt Minutes of March 27, 2006:**
Motion to adopt the March minutes by Norman Rolfe, with spelling corrections.
2nd by Bruce Oka
MTA CAC "OCSC" passed unanimously (Ayes - Downey (Chair), Oka, and Rolfe)
3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**
None
4. **Report of the Chair:** Joan Downey (OCSC Chair)



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Paul Peterson (MTA – Muni Training) sent a copy of a 2-hour transit operator training video and manual. OCSC members agreed to take turns viewing the video.

Ms. Downey followed through on Ms. Ruiz offer to assist Mr. Rick Cobb of Cole Hardware stores in filling out applications to sell fast passes.

5. **1380 Howard Street facility – Customer Service:** (Discussion/Action) Joy Houlihan

Ms. Houlihan reported that the 8-window facility was fully staffed with 57 compared to summer's 2005 shortage of 34 staff members. Customer wait time was averaging 7 minutes 88% of the time. Residential Parking Permits, Citation payment checks, mail review, were current; however there had been an increase in protests from the average 6,000 per month to 8,000 protests. Q-matic system (customer queue tickets) had greatly decreased wait time.

Ms. Downey asked about average maximum wait-time among 5% of waiting customers. Ms. Houlihan distributed and reviewed weekly wait-time reports. Ms. Houlihan explained that long waits were attributed to customers waiting to speak with supervisors and managers who would already be speaking with other customers.

In view of the Performance Standards, Ms. Downey would like to review maximum wait-time for 20% of the customers rather than 5%. Ms. Houlihan would check into possible formulas.

The 1380 Howard facility was expecting to relocate to 11 South Van Ness Avenue during Fall of 2006, increasing the number of windows for customer service from 8 to 10.

6. **\$5 Fare affect on Cable Car number of riders, Ride Check policy and frequency:** (Discussion/Action) Pacifico Pacula

Cable car fare would be \$5, or a transfer plus the difference, or included in monthly Muni fast passes at no extra cost. There had been a recent decline in tourism, possibly affected by heavy rains.

Comments and Questions from the OCSC

Ms. Downey asked about:

Service Standards dealing with on-time performance and crowding. Response: For Proposition E, one line would be reviewed each month for on-time performance. Crowd numbers were compared on an annual bases. Compared to FY 04/05, ridership was down for FY 05/06, however June studies would reveal clear comparisons.

Ms. Downey observed NextBus on Google maps showing numerous Cable cars waiting at end of line. Response: Brendan Scanlan uses the data to deploy inspectors to go out and move the lines, however, more inspectors were needed.

Mr. Rolfe asked about:

NextBus. Response: NextBus has been used as an indicator of a problem. However, Checkers would still be deployed for further investigation of problems.

Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee
FINAL Minutes of Regular Meeting
Monday, April 17, 2006

Missed trips. Response: Manpower had been low for Muni in general. Hiring had been at a freeze for 2 years, and overtime was not available except for necessary must-fill runs.

7. **39 Coit Update:** Sue Cauthen (Discussion/Action)

Ms. Cauthen was not available to discuss this topic

8. **Committee Members' Questions/Information Requests:** (Discussion/Action)

- ♦ What would be the fare during bustitution on Cable car lines?
- ♦ Graffiti on signs, would PCO's still cite, would PCO's report graffiti or faded signs, how much revenue had been lost?

9. **Schedule Upcoming Meetings and Agenda Items:** (Discussion/Action)

Ms. Downey would be out of town during May. The next regular meeting would be June 19, 2006, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

- ♦ PSR update
- ♦ The combining PCO classes 587 and 588

10. **Adjournment:** 4:24 p.m.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for
Monday, May 15, 2006 at 3:00 p.m.**

"Has Been Cancelled"

**1 South Van Ness Avenue, Room 3075
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver
(2 Vacancies)

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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for
Monday, June 19, 2006 at 3:00 pm
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver
(2 Vacancies)

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Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
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4.	Report of the Chair (Discussion/Action)	3:05
5.	PSR Update (Discussion/Action) Maria Williams / Mary Travis-Allan	3:10
6.	Combining the 587/588, Residential Parking Permit and General Enforcement Groups (Discussion/Action) Marie Holland / Sylvia Harper	4:00
7.	39 Coit Update (Discussion/Action)	4:45
8.	Committee Members' Questions/Information Requests (Discussion/Action)	4:50
9.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: July 17, 2006, Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075)	4:55
10.	Adjournment	5:00

Attachments:

Agenda Item 2 -
Draft of April 17, 2006 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
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Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

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Municipal Transportation Agency

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OCSC June 19, 2006, Notice of CANCELLATION

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

"Notice of Cancellation"

for

Meeting has been cancelled

**Monday, June 19, 2006 at 3:00 pm
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

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Municipal Transportation Agency
Citizens' Advisory Council
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Regular Meeting

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Draft of April 17, 2006 Minutes

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Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for**

**Monday, July 17, 2006 at 3:00 pm
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

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Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, July 17, 2006 at 3:00 p.m.
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Attachments:

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Draft of April 17, 2006 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

"NOTES"
of
"Informational" meeting

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Monday, July 17, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

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1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:20 p.m., Monday, July 17, 2006 as an informational meeting, since there was **no quorum**. Joan Downey (Chair) presided. The following were present:

OCSC Members Present at Roll Call: Joan Downey (Chair), and Norman Rolfe.

OCSC Members absent at Roll Call: None

OCSC Members absent: Mary Burns, Sue Cauthen, and Daniel Murphy.

MTA CAC Members, not on this committee, but also present: None

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Commander Sylvia Harper, Marie Holland, Maria Williams, Mary Travis-Allan, Janet Michaelson (MTA CAC Liaison), and Debra Reed (MTA CAC Secretary).

Community Representatives Present: Rosie West

2. **Adopt Minutes of April 17, 2006:**
No quorum
This item will be continued for August 2006 OCSC meeting
3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**
Rosie West
4. **Report of the Chair:** Joan Downey (OCSC Chair)
None presented.
5. **PSR Update** (Discussion/Action) Maria Williams and Mary Travis-Allan



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PSR (Passenger Service Report or incidents) was distributed covering the months of January through June 2006.

PSRs have been a useful resource for identifying and correcting problems. PSRs obligate the Division Superintendent and the Union Chair to work with employees, to commit to reviewing complaints and do assessments, resource, and follow-up to rectify causes such as stress or other problems.

Muni will be hiring Supervisors, many for street supervision, as well as hiring Operators to cover service and build up the extra board.

Comment from the Public

Rosie West witnessed an incident involving Police that resulted in several hours of delay to transit. Response: Transit will cooperate with the Police. Often Police have ordered delays until they feel circumstances were clear enough to resume transit.

6. Combining the 587/588, Residential Parking Permit and General Enforcement Groups (Discussion/Action) Commander Sylvia Harper and Marie Holland

Handouts of the "Enforcement Division Organization" chart along with "Parking Citations Issued by Month" reports were distributed and reviewed.

Various leaves and sick-time off negatively impacted enforcement operations reducing the force from 270 to an average 200 available parking control officers (PCO) Mondays through Fridays. Enforcement was also impacted by various events, such as demonstrations, street closures, etc.

The 3-wheel Vehicle fleet was low by 20%. PCO coverage would therefore be impeded through time spent walking their beats and using public transportation.

Questions and comments:

Joan Downey asked about merging the 587, 588 and RPP groups. Janet Michaelson responded that prior to Commander Harper being assigned to DPT there were discussions of merging the three groups in the past, however Commander Harper verified that these groups would remain separate for managing purposes. When not working on dispatch assignments, PCOs would be instructed to multitask, issuing citations for sidewalk parking, double parking, bus zones and other violations within their assigned sectors. Street cleaning, meters, and complaints such as tows and blocked driveways remain priority enforcement activities.

While waiting for tow trucks, would PCOs cite for various violations in the vicinity?

Response: Yes. A CPO could also be reported for not multitasking by calling Enforcement and providing the date, time, the PCO's vehicle number, and badge number if available.

Does DPT issue the Double Parking Double Fine tickets? Response: Yes.

San Francisco seems to be the only city with a sidewalk-parking problem. Both DPT and SFPD seemed reluctant to cite for sidewalk parking. In many cities sidewalk parking is an offense that merits towing.

Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee
NOTES of Informational Meeting (no quorum)
Monday, July 17, 2006

7. **39 Coit Update:** (Discussion/Action) Sue Cauthen
Ms. Cauthen was not available for this item.
8. **Committee Members' Questions/Information Requests:** (Discussion/Action)
None
9. **Schedule Upcoming Meetings and Agenda Items:** [Attachments] (Discussion/Action)
Next regular meeting: August 21, 2006, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.
10. **Informational meeting Adjournment:** 5:08 p.m.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
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**Regular Meeting
Monday, August 21, 2006 at 3:00 p.m.**
1 South Van Ness Avenue, Room 3075
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AGENDA

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1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of April 17, 2006: (Attachment) (Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	Statistics on dismissed tickets and guidelines used (Discussion/Action) Diana Hammons and Joy Houlihan	3:10
6.	Review of Commander Sylvia Harper's July Discussion re DPT Enforcement Especially Sidewalk Parking (Discussion/Action) Write a letter to Chief Heather Fong requesting that she direct police to site sidewalk parking violations.	4:00
7.	Whereas the trolleys are too often delayed because of illegally parked cars; and Whereas Muni's Central Control procedure in handling such delays by first calling an inspector and then having the inspector call a tow truck means further delays; The MTA CAC recommends that 1. Physical barriers be installed so that cars can not park in spaces that block the trolleys (for example, both inbound and outbound at Carl and Cole); 2. When a trolley is delayed because of an illegally parked car, Central Control will call both the inspector and a tow truck immediately. (Discussion/Action)	4:30
8.	39 Coit Update (Discussion/Action)	4:35
9.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:40
10.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: September 18, 2006, Time: 3:00 p.m.	4:55

	1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075) Suggested topics: DPT Hearing Officers: others???	
11.	Adjournment	5:00

Attachments:

Agenda Item 2 -
Draft of April 17, 2006 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

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- Passenger Service Report (PSR)

Disability Access

This meeting will be held in Room 308 (Conference Room 312) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor, make a left, and enter through Room 308.

The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus lines nearest the meeting location are the 5-Fulton, 21-Hayes, 47-Van Ness, and the 49-Mission-Van Ness. For more information about Muni accessible services, call (415) 923-6142.

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Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the peoples' business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the peoples' review.

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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

FINAL MINUTES
of
Regular Meeting

DOCUMENTS DEPT.

Monday, August 21, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

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Final
1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:00 p.m., Monday, August 21, 2006. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, and Norman Rolfe.

OCSC Members absent at Roll Call: Sue Cauthen (arrived at 3:30, departed at 4:30), and Daniel Murphy (arrived at 3:02).

OCSC Members absent: None

MTA CAC Members, not on this committee, but also present: Bruce Oka, and Dorris Vincent

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Julie Rosenberg (DPT Hearing Division), Joy Houlihan (DPT Hearing Division), and Debra Reed (MTA CAC Secretary).

Community Representatives Present: Rosie West

2. **Adopt Minutes of April 17, 2006:**
April's minutes were not available. There was no quorum for July's meeting. Adoption of April's minutes will be continued.
3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**

Ms. West commented that escalators moved too swiftly for the mobility impaired, and station elevators were often obscure. Mr. Murphy responded that escalators needed to run at certain speeds for passenger throughput to avoid the problem of people running especially during rush hours. Better directional signage to metro elevators could be a



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feasible solution for disability patrons. Suggestion for ADA signs would be forwarded as an informational request.

4. **Report of the Chair:** Joan Downey (OCSC Chair)

Ms. Downey was displeased with some of the staff responses. As a committee, the OCSC would be reviewing some of the staff responses to CAC Information Requests and CAC Recommendations.

Ms. Downey attended a Transit Effectiveness Project (TEP) meeting. Looking for TEP type projects that were quick, easy and inexpensive, the OCSC would be reviewing the Rescue Muni's list of streetcar improvements. Mr. Murphy would be reviewing previous MTA CAC minutes looking for CAC suggestions that may also qualify.

5. **Statistics on dismissed tickets and guidelines used** (Discussion/Action)

Julie Rosenberg and Joy Houlihan

Ms. Rosenberg distributed copies of vehicle codes #40202 and #40215 regarding Contesting Parking Violation Procedures. Citations (tickets) are protested by mail, by following the instructions printed on the back of the citation. Ms. Rosenberg began by explaining the 2-tier process for citation protest reviews. Citation protests that were denied after the 1st level review would then be forwarded to the 2nd level for a court hearing. Should the citation still be declared valid after the hearing then the person could appeal within 30 days to the superior court (\$25.00 filing fee).

Comments and Questions:

Dorris Vincent:

Ms. Vincent commented that DPT avoided patrolling the Bayview and Hunter's Point communities. Sidewalk parking had become an on-going glaring problem. Bruce Oka added that too often he has to operate his wheelchair in the street because of numerous cars parked on sidewalks. PCOs avoid issuing sidewalk citations. Response: Ms. Rosenberg and Ms. Houlihan were from DPT's Hearing division, but they would forward the problem to DPT Enforcement. Deputy Chief Antonio Parra was assigned as the new head of DPT's Security and Enforcement divisions in August 2006.

Ms. Vincent received informational flyers from DPT to place on cars regarding sidewalk parking as a violation. What would be a more effective way to educate the public? Response: Perhaps the new Deputy Chief Parra could utilize news media as a means for educating the public.

6. **Review of Commander Sylvia Harper's July Discussion re DPT Enforcement Especially Sidewalk Parking** (Discussion/Action)

At a previous OCSC meeting Commander Sylvia Harper suggested that the OCSC send a letter to Police Chief Heather J. Fong regarding sidewalk enforcement by the S. F. Police Department. Ms. Downey would be writing the first of two drafts, one to the Mayor and the other to the Board of Supervisors. Dorris Vincent suggested that a copy of the final draft be sent to each S.F. Police precinct, as well as to Deputy Chief Antonio Parra.

7. **Motion:** Whereas the light rail vehicles (LRV) and streetcars are too often delayed because of illegally parked cars; and
- Whereas Muni's Central Control procedure in handling such delays by first calling an inspector and then having the inspector call a tow truck means further delays;
- The MTA CAC recommends that 1. Physical barriers be installed so that cars cannot park in spaces that block LRVs and streetcars (for example, both inbound and outbound at Carl and Cole); 2. When LRVs and streetcars are delayed because of illegally parked cars, Central Control will call both the inspector and a tow truck immediately. (Discussion/Action)

2nd by Mary Burns

OCSC passed unanimously (Ayes – Downey (Chair), Burns, Cauthen, Murphy, and Rolfe).

8. **39 Coit Update:** (Discussion/Action) Sue Cauthen

Bill Seelinger resigned as chair of the Telegraph Hill Dwellers (THD). Ms. Cauthen and a former chair would be co-chairing THD until a new chair would become available in January 2007. Ms. Cauthen invited members of the OCSC to contact Ms. Dedic Purig, president of THD to encourage her to continue promoting the 39 Coit project for better transit on Telegraph Hill.

Ms. Downey felt that the 39 Coit was an inexpensive item that would qualify as a quick and easy task for the Transit Effectiveness Project (TEP) to improve Muni. The 39 Coit item involves extending the bus route and making changes for parking in the area.

9. **Committee Members' Questions/Information Requests:** (Discussion/Action)

- ♦ Better signage for metro elevators (ADA) Joan Downey
- ♦ Remove 2 parking spots for the outbound bus stop at 9th Avenue and Lincoln Way. Joan Downey
- ♦ Is there a zoning issue when residents park numerous personal vehicles on city streets rather than utilizing their garages? Mary Burns
- ♦ West Portal residents want Muni to remove the temporary Muni sheds at the West Portal tunnel stations. Those sheds had been there since 1976 and presently serve as restroom facilities for Muni employees. They are dilapidated health hazards, breeding grounds for feral cats, children play under them and do drugs and drink. Ms. Downey suggested that JC Decaux might be willing to install a facility for Muni's use. Mary Burns (Carter Rohan)
- ♦ DPT painted a curb gray after processing the request for color curb.

10. **Schedule Upcoming Meetings and Agenda Items:** [Attachments] (Discussion/Action)
Next regular meeting: September 18, 2006, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

- ♦ Discussion of staff responses for both Recommendations and Information Requests.

Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee
FINAL Minutes of Regular Meeting
Monday, August 21, 2006

- ◆ Re-sequencing and re-designation of vehicles at the Embarcadero station.
- ◆ Operator breaks during the turn-around at the Embarcadero station.
- ◆ Inspectors using NextBus on laptops to monitor metro

11. **Adjournment:** 4:56 p.m.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for
Monday, September 18, 2006 at 3:00 pm
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver
(2 Vacancies)

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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, September 18, 2006 at 3:00 p.m.**
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of August 21, 2005: (Attachment) (Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	Re-sequencing and re-designation of vehicles at Embarcadero (Discussion/Action)	3:10
6.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:00
7.	Quick, easy, and inexpensive projects for TEP consideration (Discussion/Action)	4:30
8.	39 Coit Update (Discussion/Action)	4:45
9.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:50
10.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: October 16, 2006, Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075) Suggested topics: meet with Deputy Chief Antonio Parra; WAFER update; others?	4:55
11.	Adjournment	5:00

Attachments:
Draft of August 21, 2006 Minutes

Agenda Item 2 -

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**FINAL MINUTES
of
Regular Meeting**

DOCUMENTS DEPT.

**Monday, September 18, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California**

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1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:08 p.m., Monday, September 18, 2006. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Norman Rolfe, and pro-temp Steve Ferrario for Daniel Murphy.

OCSC Members absent at Roll Call: Mary Burns (arrived at 3:22), and Daniel Murphy (arrived at 3:33).

OCSC Members absent: Sue Cauthen

MTA CAC Members, not on this committee, but also present: Steve Ferrario (pro-temp for Daniel Murphy)

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Debra Reed (MTA CAC Secretary), and Brian Cunningham (MTA).

Community Representatives Present: Edward Mason

2. **Adopt Minutes of August 21, 2006:**

Motion to adopt the August minutes by Steve Ferrario.

MTA CAC "OCSC" passed unanimously (Ayes – Downey, Ferrario, and Rolfe)

3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**

A graffiti problem on the outbound left side above the gate at the Duboce Street portal needs cleaning.

4. **Report of the Chair:** Joan Downey (OCSC Chair)



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Legislation had been brought before the Board of Supervisors to exclude a building from Residential Parking Permits (RPP), since its construction was based on a deliberate design to build no parking accommodations. Ms. Downey will consider RPP for a future agenda item.

It took half an hour for DPT to send Enforcement to respond to a vehicle parked too close to the tracks. See item #6 for recommendation.

5. **Re-sequencing and re-designation of vehicles at Embarcadero** (Discussion/Action)
Brian Cunningham

Ms. Downey distributed a letter dated June 27, 2006 from Rescue Muni addressed to Mr. Ford that pointed to inefficiencies at the Embarcadero station regarding operator switching. Bunching leading to large gaps results in passenger long waits and disappointment over crowded cars. Cars coming out of Embarcadero should balance out the service throughout the 5 lines by reassigning cars to lines lacking service.

There are constraints when changing car lines; the L, M and N, lines always use 2-car trains and the J and K line can only use 1-car trains due to platform limitations. These trains also have different travel times also relief operators are involved.

Comments and Questions from the OCSC

Steve Ferrario commented that while the 4-year old Breda has a host of problems, there are many benefits with 3-car trains, increased the tunnel throughput of passengers, increase efficiencies. Response: There were car-design issues and constraints in the portal areas. There was also accelerated wear due to coupling, and restraints in the portal area.

Mr. Ferrario recalled in the early 80's that all trains were line reassigned at the Embarcadero. Why was that not successful? Response: It was costly, with at least 8 additional supervisors for weekend service and additional operators paid as stand-bys for a guaranteed number of hours whether there was work or not. Ms. Downey responded that NextBus should solve the need for extra supervisors.

Daniel Murphy reported that he observed a single car on the N line when 2-car trains are used to service N lines. Response: If there were no more 2-cars available, instead of missing the run sending no cars, a single car would be sent.

Motion: WHEREAS uneven sequencing of Metro trains causes both crush loading of vehicles and underutilization of vehicles,

The MTA CAC recommends that the MTA aggressively manually re-sequence outbound trains at the Embarcadero station to assure appropriate and even levels of service on all 6 Metro lines. The MTA CAC believes that the additional labor costs would be justified by the increase in efficiency gained from dynamically sequencing.

The MTA CAC further recommends that the MTA seek to negotiate work rules that make dynamic line re-sequencing easier.

2nd by Mary Burns

MTA CAC "OCSC" passed unanimously (Ayes – Burns, Downey, Murphy, and Rolfe)

6. Staff responses for Recommendations and Information Requests:

(Discussion/Action)

CAC members had some concerns regarding MTA staff responses to recommendations and information requests. Daniel Murphy commented that the CAC could make new motions to add, or make changes to further clarify previous motions. Mr. Murphy and Steve Ferrario also have monthly meetings with Nathaniel P. Ford, Sr., Executive Director/CEO where they could further discuss CAC concerns.

MTA staff responses for review and follow-up:

- ◆ Information Request 060717-2 regarding a situation of a car blocking the tracks for 2 hours. The Muni inspector used his discretionary decision to let the driver go without writing a citation.

Motion: The MTA CAC recommends that when vehicles block fixed guide-way transit lines, DPT would respond as a top priority, that issuance of a ticket be non-discretionary, and that citations shall be issued in all cases.

2nd by Steve Ferrario

MTA CAC "OCSC" passed unanimously (Ayes – Downey, Ferrario, and Rolfe)

- ◆ Information Request 060717-4 regarding signs posted on Muni using the word "Warning" in quotation marks.
Mr. Murphy will send an E-mail to the head of the Marketing department to urge the department to use correct grammar for all future signs.
- ◆ Information Request 060706-7 regarding Central Control's non-use of NextBus.
Cable car running time is far below acceptable standards. There seems to be confusion as to the roll of NextBus.
The CAC will invite the new IT director to address NextBus questions.
- ◆ Information Request (older request) for Muni to post the Daily Report. Mr. Murphy will talk to Mr. Ford.
- ◆ Recommendation 112105.05 adding "press 6" as an option when calling DPT in order to place complaints and commendations.
- ◆ Recommendation 112105.06 a need for written procedures for handling complaints and commendations for rules to be administered fairly and evenly for both Muni and DPT.
- ◆ Treating Ks, Ls and Ms lines as inter-exchangeable in order to maintain balance in service at all times.
- ◆ Information Request 060717-3 lengthen the outbound bus stop at 9th Avenue and Lincoln Way. Debra Reed will research had the work been completed.
- ◆ Recommendation 021306.08 expanding parking meter operating hours and days, such as Sundays. There was no consensus among OCSC members.

7. Quick, easy, and inexpensive projects for TEP consideration: (Discussion/Action)

Ms. Downey asked for the committee's suggestions for quick and easy projects for TEP to forward to Ross Maxwell.

- ◆ 39 Coit – implement a no-parking area at the Coit Tower
- ◆ Installation of physical barriers for the no parking areas at the tunnel area at Carl and Cole streets
- ◆ Since Department of Parking and Traffic (DPT) is responsible for parking enforcement, then DPT and not the Police Department should be responsible for issuing special parking permits for moving vans.
- ◆ Cable car transfers should be allowed between lines at the Cable Car Museum as well as at California and Powell streets.
- ◆ Review routes for rubber tire lines
- ◆ Increase maintenance on all rail cars
- ◆ Enforce sidewalk parking
- ◆ Enforce operators to use the LRV checklist before leaving the base station
- ◆ Increase frequency of car cleaning throughout the day at Embarcadero, and other appropriate locations
- ◆ Work rules, constraints, processes, and passed practices associated with collective bargain agreements should have a thorough review with recommendations to get them approved.

8. 39 Coit Update: (Discussion/Action)

Ms. Cauthen was not available to discuss this topic

9. Committee Members' Questions/Information Requests and Review of responses
(Discussion/Action)

- ◆ Is there a mechanical reason for not using 3-car trains?
- ◆ What are the other reasons for the K Ingleside line not being able to use 2-car trains, other than that the platforms are too short?
- ◆ Mary Burns observed the 17 Park Merced buses frequently using the LRV track lane rather than use the Portola Street route resulting in disruption of the signal light switching function and traffic at the St. Francis Circle intersection.
- ◆ Ms. Downey observed the 44 O'Shaughnessy occasionally using the old route going around the concourse.

10. Schedule Upcoming Meetings and Agenda Items: [Attachments] (Discussion/Action)

Next regular meeting: October 16, 2006, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee
FINAL Minutes of Regular Meeting
Monday, September 18, 2006

- ◆ Director of Information Technology
 - Plans for integrating MTA's various information technologies and operations
 - Value of the various technologies to the MTA
- ◆ Deputy Chief Antonio Parra
- ◆ Residential Parking Permit rules and possible changes

11. **Adjournment:** 5:15 p.m.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for
Monday, October 16, 2006 at 3:00 pm
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver
(2 Vacancies)

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Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

Regular Meeting
Monday, October 16, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of September 18 and April 17, 2006: (Attachment) (Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	What changes will be made to DPT enforcement so that it will conform to the City's transit first policy? (Discussion/Action) Deputy Chief Antonio Parra	3:10
6.	Residential Parking Permit rules and possible changes (Discussion/Action) Joy Houlihan	4:00
7.	DPT address information requirement when calling in a complaint (Discussion/Action)	4:30
8.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:40
9.	39 Coit Update (Discussion/Action)	4:45
10.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:50
11.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: November 20, 2006, Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075) Suggested topics: WAFER update; others?	4:55
12.	Adjournment	5:00

Attachments:

Item 2

Draft of April 17 and September 18, 2006 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Disability Access

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OCSC October 16, 2006, minutes

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**FINAL MINUTES
of
Regular Meeting**

**Monday, October 16, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California**

DOCUMENTS DEPT.

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1. Call to Order / Roll Call (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:06 p.m., Monday, October 16, 2006. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Norman Rolfe, and Bruce Oka (Pro Temp for Mary Burns).

OCSC Members Present, but Absent at Roll Call: Sue Cauthen (arrived at 3:07)

OCSC Members absent: Mary Burns, and Daniel Murphy.

MTA CAC Members, not on this committee, but also present: Bruce Oka (Pro Temp for Mary Burns)

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Deputy Chief Antonio Parra (DPT - Enforcement), Joy Houlihan (DPT), Janet Michaelson (MTA CAC Liaison), and Debra Reed (MTA CAC Secretary).

Community Representatives Present: Rosie West, Edward Mason, Paul, and Howard Strussner

2. Adopt Minutes of April 17 and September 18, 2006:

Motion to adopt the September 18th minutes by Sue Cauthen.

2nd by Norman Rolfe

MTA CAC "OCSC" passed unanimously (Ayes – Downey, Cauthen, and Rolfe)

Motion to adopt the April 17th minutes by Sue Cauthen.

2nd by Norman Rolfe

MTA CAC "OCSC" passed unanimously (Ayes – Downey, Cauthen, and Rolfe)

3. Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:

Edward Mason – The NextBus In-Bound sign at SF State was stuck displaying a 10-minute arrival message. Mr. Mason waited over 25 minutes for the next train.

Rosie West:

Trains often fail to stop at the stop sign on the corner of Ramsell and Randolph streets. Ms. West did not have any train identification numbers in order to place a formal report.

Ms. West also reported problems with drag racers along Randolph Street, between Head and 19th Avenue. The community requested a stop sign be placed at Randolph and Arch streets, and another sign at Randolph and Ramsell streets.

4. Report of the Chair: Joan Downey (OCSC Chair)

Ms. Downey reported witnessing DPT crews on separate occasions cutting branches from private owned trees in order to expose street signs, but without notifying the owners for permission.

5. What changes will be made to DPT enforcement so that it will conform to the City's transit first policy? (Discussion/Action) Deputy Chief Antonio Parra

Deputy Chief Parra addressed sidewalk-parking concerns.

Bruce Oka reported that sidewalk parking, including parking in driveways have been against the law since 1968. Response: PCOs have been instructed to cite all sidewalk-parking violations, even violations spotted outside the PCO's assigned patrol. DPT was in the process of hiring additional PCOs to implement a safe and effective plan to issue warnings followed by citations in residential neighborhoods.

Joan Downey expressed that PCOs should ticket sidewalk parking without a complaint. Response: Changing habits that have existed for years would require plans to educate the public along with community outreach, as well as support from the CAC, communities, Board of Supervisors, etc.

Joy Houlihan (DPT) reported that a camera auto-chalking system would be programmed, specifically for Scoflaw that will be able to determine cars parked overtime.

Comment from the Public

Rosie West reported that PCOs ignored cars blocking her driveway. Response: Friends and family can park in front of a driveway with the owner's permission. The only way a PCO would know a car was blocking a driveway without the owner's permission would be by complaint.

6. Residential Parking Permit (RPP) rules and possible changes (Discussion/Action)

Joy Houlihan

Ms. Houlihan distributed DPT brochures and other materials about RPP. Businesses can also qualify for a limited number of RPP.

Ms. Houlihan reported that there were certain buildings that were excluded from the RPP program, because of purposefully not providing any parking for tenants claiming that their tenants would not be using cars. Those tenants would not be able to qualify for RPP.

Ms. Houlihan reported on a demonstration regarding Electronic RPP, which would save in issuing new permits every year by automatically renewing permits upon receipt of payments.

Comment from the Public

Rosie West reported cars using her neighborhood to park all day while commuting to and from work. Response: Neighbors could sign up to have the neighborhood designated as a RPP zone.

Howard Strussner reported about the idea to limit the number of total RPP permits for a zone, example 20 permits per 100 residents. RPP permits would only become available as people moved, died, or sold their cars. The price would be increased from example from \$60 per year to \$200 per year. However, no neighborhood had volunteered for the idea. Response: There would need to be a change in the legislation.

7. DPT address information requirement when calling in a complaint (Discussion/Action)

Ms. Downey reported 2 occasions calling DPT Enforcement to cite illegally parked cars, however the reports were refused because there was no apparent standard address. Both Deputy Chief Parra and Janet Michaelson responded that they would look into the problem.

8. Staff responses for Recommendations and Information Requests (Discussion/Action)

Ms. Downey reported about a problem with diagonal parking at Irving and 19th Avenue. Response: Janet Michaelson invited Ms. Downey to send her an E-mail of the details for her to investigate a solution.

9. 39 Coit Update: (Discussion/Action)

Ms. Cauthen and Howard Wong have been acting as alternate chairpersons for the Telegraph Hill Dwellers until January 2007 when Paul Switzer will take over as chairperson replacing Bill Seelinger. Dan Murphy offered to write a letter to Ms. Dedic Purig, president of the Telegraph Hill Dwellers since she had not returned any calls or E-mails, encouraging her to continue promoting the 39 Coit project for better transit on Telegraph Hill.

Ms. Downey reported that she listed the 39 Coit project as a quick, easy, and expensive projects for Transit Effectiveness Program (TEP).

10. Committee Members' Questions/Information Requests: (Discussion/Action)

No new requests

11. Schedule Upcoming Meetings and Agenda Items: [Attachments] (Discussion/Action)

Next regular meeting: November 20, 2006, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

Erratic transit service, missed runs, vehicle breakdowns

12. Adjournment: 5:00 p.m.

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OCSC November 20, 2006, agenda and notice

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for**

**Monday, November 20, 2006 at 3:00 pm
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

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Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver, and Jamison Wieser
(1 Vacancy)

The MTA CAC may be contacted as follows:

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Phone (415) 701-4666 FAX (415) 701-4502

**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

Regular Meeting
Monday, November 20, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of October 20, 2006: (Attachment) (Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	What are the reasons for such erratic Muni service? (Discussion/Action)	3:10
6.	Write press release re sidewalk parking (Discussion/Action)	4:20
7.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:40
8.	39 Coit Update (Discussion/Action)	4:45
9.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:50
10.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: January 22, 2007 Time: 3:00 p.m. 1 So Van Ness Avenue, 3rd Floor (Conference Room 3075) Suggested topics: WAFER update; others?	4:55

11.	Adjournment	5:00
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Attachments:

Agenda Item 2 - Draft of October 20, 2006 Minutes

Notes:

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**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:**Follow-up Items:**

- 39-Coit Service Improvement
- Residential Parking Permit rules and possible changes
- DPT address information requirement when calling in a complaint
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway

Change Machines

- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Disability Access

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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

ACTION MINUTES
of
Regular Meeting

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Monday, November 20, 2006 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

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1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:05 p.m. on Monday, September 18, 2006, with Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Sue Cauthen, and Norman Rolfe.

OCSC Members Present, but absent at Roll Call: None

OCSC Members absent: Mary Burns and Daniel Murphy

MTA CAC Members, not on this committee, but also present:

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Janet Martinsen (MTA CAC Liaison), and Brian Cunningham (MTA).

Community Representatives Present: None

2. **Adopt Minutes of October, 2006:**
October 2006 Minutes will be continued at January 2007's meeting
3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**
None
4. **Report of the Chair:** Joan Downey (OCSC Chair)
5. **What are the reasons for such erratic Muni service? (Discussion/Action)**
Committee discussion.



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Motion: The MTA CAC recommends that Muni establish an electronic database that contains lessons learned about fleet management and operations for future procurement

2nd by Norman Rolfe

MTA CAC "OCSC" passed unanimously (Ayes – Downey, Cauthen, and Rolfe)

6. **Write press release re sidewalk parking** (Discussion/Action)

Committee discussion.

No action taken by the OCSC.

7. **Staff responses for Recommendations and Information Requests**
(Discussion/Action)

Committee discussion.

No action taken by the OCSC.

8. **39 Coit Update:** (Discussion/Action)

Sue Cauthen gave the latest developments of the 39 Coit project.

No action taken by the OCSC.

9. **Committee Members' Questions/Information Requests and Review of responses**
(Discussion/Action)

Committee discussion.

No action taken by the OCSC.

10. **Schedule Upcoming Meetings and Agenda Items:** (Discussion/Action)

Next regular meeting: January 22, 2007, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

11. **Adjournment:** 5:15 p.m.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for
Monday, January 22, 2007 at 3:00 pm
1 South Van Ness Avenue, Room 3075
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Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
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Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
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AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of October 20, 2006, November 20, 2006: (Attachment) (Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	Review of T Third Street Operations (Discussion/Action)	3:10
6.	Review of Cable Car Operations (Discussion/Action)	4:00
7.	Committee Members Questions/Information Requests and review of Responses (Discussion/Action)	4:45
8.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: February 19, 2007 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075)	4:55
9.	Adjournment	5:00

Attachments:

Agenda Item 2 - Draft of October 20, 2006 Minutes and November 20, 2006

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Residential Parking Permit rules and possible changes
- DPT address information requirement when calling in a complaint
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

ACTION MINUTES
of
Regular Meeting

DOCUMENTS DEPT.

Monday, January 22, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

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action
minutes
1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:05 p.m. on Monday, January 22, 2007, with Norman Rolfe (appointed by Joan Downey during her absence) presiding as chair. A quorum was present including the following:

OCSC Members Present at Roll Call: Norman Rolfe (Chair), Mary Burns, and Sue Cauthen.

OCSC Members Present, but absent at Roll Call: Daniel Murphy arrived at 3:15 p.m.

OCSC Members absent: Joan Downey

MTA CAC Members, not on this committee, but also present: None

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Debra Reed (MTA CAC Secretary), Drew Howard (MTA – Project Manager, Construction Division), Jim Kelly (MUNI Sr. Operations Manager, Central Control), and Brendan Scanlan (Muni Superintendent – Cable Car Operations).

Community Representatives Present: Rosie West and Edward Mason.

2. **Adopt Minutes of October, 2006:**
October and November 2006 Minutes were adopted
3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**
Rosie West spoke about using 2-car trains for the K Ingleside line.
Edward Mason spoke about Transit Impact fees.
4. **Report of the Chair:** Norman Rolfe (OCSC Chair)
No report was presented



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5. **Review of T Third Street Operations** (Discussion/Action)

OCSC Discussion with staff participation from Drew Howard and Jim Kelly.
No action taken by the OCSC.

6. **Review of Cable Car Operations** (Discussion/Action)

OCSC Discussion with staff participation from Brenden Scanlan.
No action taken by the OCSC.

7. **Committee Members' Questions/Information Requests and Review of responses**
(Discussion)

- ◆ Statistics on ridership numbers for the K Ingleside line versus the J Church line.
- ◆ When will new schedules book be released?
- ◆ Busses double-parked on Van Ness Avenue at the Marina by the Fontana apartment building.

8. **Schedule Upcoming Meetings and Agenda Items:** (Discussion/Action)

Since the next meeting date February 19th is a holiday, Mr. Rolfe decided to leave February's meeting date to be rescheduled by Chair Joan Downey.

9. **Adjournment:** 4:42 p.m.

Respectfully submitted by:
Debra J. Reed
MTA CAC - Secretary



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for
Thursday, February 22, 2007 at 3:00 pm
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Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver, and Jamison Wieser
(1 Vacancy)

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☎ (415) 701-4666 **FAX** (415) 701-4502



**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

Regular Meeting
Thursday, February 22, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of January, 2007: (Attachment) (Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	Service Standards: review Proposition E Audit recommendations (Discussion/Action) Deborah W. Denison	3:10
6.	Operations Update (Discussion/Action) Jim Kelly	4:15
7.	Sidewalk parking press release update (Discussion/Action)	4:30
8.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:40
9.	39 Coit Update (Discussion/Action)	4:45
10.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:50
11.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: March 19, 2007 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075) Suggested topics: 311; WAFER update; others?	4:55
12.	Adjournment	5:00

Attachments:

Agenda Item 2 - Draft of January 2007 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Residential Parking Permit rules and possible changes
- DPT address information requirement when calling in a complaint
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Disability Access

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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

ACTION MINUTES
of
Regular Meeting

DOCUMENTS DEPT.

Thursday, February 22, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

OCT - 3 2007

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2/22/07
action
minutes
1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:05 p.m. on Thursday, February 22, 2007, with Joan Downey presiding as chair. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Daniel Murphy, and Norman Rolfe

OCSC Members absent: Mary Burns, and Sue Cauthen.

MTA CAC Members, not on this committee, but also present: None

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Debra Reed (MTA CAC Secretary), and Deborah W. Denison (MTA - IT Project Manager).

Community Representatives Present: Edward Mason.

2. **Adopt Minutes of January 22, 2007:**
January 2007 Minutes were adopted
3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**
Comments from Edward Mason.
4. **Report of the Chair:** Joan Downey (OCSC Chair)
No report was presented
5. **Service Standards: review Proposition E audit recommendations**
(Discussion/Action)
OCSC Discussion with staff participation from Deborah W. Denison.
No action taken by the OCSC.



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6. **Operations Update** (Discussion/Action) Jim Kelly

Mr. Kelly was not available. Item will be continued at the next OCSC.
No action taken by the OCSC.

7. **Sidewalk parking press release update** (Discussion/Action) Sue Cauthen

Ms. Cauthen was not available for this item. Item will be continued.

8. **Staff responses for Recommendations and Information Requests**
(Discussion/Action)

OCSC Discussion without staff participation.
No action taken by the OCSC.

9. **39 Coit Update** (Discussion/Action) Sue Cauthen

Ms. Cauthen was not available for this item. Item will be continued.

10. **Committee Members' Questions/Information Requests and Review of responses**
(Discussion)

OCSC Discussion

11. **Schedule Upcoming Meetings and Agenda Items:** (Discussion/Action)

The next meeting is tentatively scheduled for March 12, 2007 at 3:00 p.m.
1 So. Van Ness Avenue, 3rd Floor (Conference Room 3075)

12. **Adjournment:** 5:05 p.m.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for
Monday, March 12, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver, and Jamison Wieser
(1 Vacancy)

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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

Regular Meeting
Monday, March 12, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of February 22, 2007: (Attachment) (Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	Service Standards: review Proposition E Audit recommendations (Discussion/Action) Deborah W. Denison	3:10
6.	Operations Update (Discussion/Action) Jim Kelly	3:40
7.	Strategic Plan (Discussion/Action) Marisa Espinosa	3:55
8.	Sidewalk parking press release update (Discussion/Action)	4:35
9.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:40
10.	39 Coit Update (Discussion/Action)	4:45
11.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:50
12.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: April 16, 2007 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075) Suggested topics: Critique of West Portal & Plans for Carnival; 311; WAFER update; others?	4:55
13.	Adjournment	5:00

Attachments:

Agenda Item 2 - Draft of February 2007 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Residential Parking Permit rules and possible changes
- DPT address information requirement when calling in a complaint
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
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- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

ACTION MINUTES
of
Regular Meeting

DOCUMENTS DEPT.

OCT - 3 2007

Monday, March 12, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

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3/12/07
action
minutes
1. **Call to Order / Roll Call** (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:42 p.m., Monday, March 12, 2007. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Daniel Murphy, and Norman Rolfe.

OCSC Members absent: Mary Burns, and Sue Cauthen.

MTA CAC Members, not on this committee, but also present:

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Janet Martinsen (MTA CAC Liaison), Deborah W. Denison (MTA), and Debra Reed (MTA CAC Secretary).

Community Representatives Present: Edward Mason

2. **Adopt Minutes of February 22, 2007:**
February minutes were adopted.
3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**
None
4. **Report of the Chair:** Joan Downey (OCSC Chair)
No report presented
5. **Service Standards: review Proposition E Audit recommendations**
(Discussion/Action)

OCSC Discussion with staff participation from Deborah W. Denison.
The OCSC made the following recommendation:



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Motion: The MTA CAC recommends that the MTA adopt recommendations made by Nelson Nygaard in the Transportation Quality Review recommendation summary figure 7 and Proposition E Municipal Transportation Quality review with the following exceptions:

5A The MTA CAC recommends that the automatic passenger counters be used to track crowding on vehicles.

3B The MTA CAC recommends that the speed goals for Muni vehicles be set by the MTA rather than Muni.

2C The MTA CAC recommends that the employee attrition rate be retained and the measure be changed to less than 1 year rather than 6 months to 1 year.

The MTA CAC recommends that a measurement of the length of time it takes to fill a position be added.

1F The MTA CAC recommends that the measure of phone requests for parking enforcement be changed to the percent of requests responded to within 20 minutes.

The MTA CAC recommends that instead of having 2 reports that the details of management reports be included in the stakeholder report as an appendix.

The MTA CAC recommends that the management summary include schedule adherence for lines that scheduled headways equal to or under 10 minutes and headway adherence for lines with scheduled headways over 10 minutes.

The MTA CAC recommends that the annual report include the number of pedestrians, bicyclists, and motorists killed or injured.

2nd by Norman Rolfe

MTA CAC "OCSC" passed unanimously (Ayes - Downey (Chair), Murphy, and Rolfe)

Public Comment

None

6. Operations Update (Discussion/Action)

John Sadorra was not available for this item.

No action taken by the OCSC.

7. Strategic Plan (Discussion/Action)

The MTA Board pushed back the Strategic Plan discussion from March until June. Marisa Espinosa was not available for discussion but wishes to reschedule this item for a future meeting.

No action taken by the OCSC.

8. Sidewalk parking press release update (Discussion/Action)

Sue Cauthen was not available for this item. Item will be continued.

No action taken by the OCSC.

9. **Staff responses for Recommendations and Information Requests**

(Discussion/Action)

OCSC discussion.

No action taken by the OCSC.

10. **39 Coit Update:** (Discussion/Action)

Sue Cauthen was not available for this item. Item will be continued.

No Action taken by the OCSC.

11. **Committee Members' Questions/Information Requests:** (Discussion/Action)

12. **Schedule Upcoming Meetings and Agenda Items:** [Attachments] (Discussion/Action)

Next regular meeting: April 16, 2007, at 1 South Van Ness Avenue, Conference Room 3075,
at 3:00 p.m.

13. **Adjournment:** 5:05 p.m.

Respectfully submitted by:

Debra J. Reed

MTA CAC - Secretary





**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for**

**Monday, April 16, 2007 at 3:00 pm
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Sue Cauthen, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver, and Jamison Wieser
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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, April 16, 2007 at 3:00 p.m.**
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of March 12, 2007: (Attachment) (Discussion/Action)	3:03
3.	Public Comment	3:04
4.	Report of the Chair (Discussion/Action)	3:05
5.	Operations Update (Discussion/Action) Jim Kelly	3:10
6.	Critique of West Portal & Plans for Carnival (Discussion/Action) Joyce Garay	3:35
7.	Strategic Plan (Discussion/Action) Marisa Espinosa	3:55
8.	Sidewalk parking press release update (Discussion/Action)	4:20
9.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:40
10.	39 Coit Update (Discussion/Action)	4:45
11.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:50
12.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: May 21, 2007 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075) Substitute chair needed Suggested topics: 311; WAFER update; others?	4:55
13.	Adjournment	5:00

Attachments:
Agenda Item 2 - Draft of March 2007 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Residential Parking Permit rules and possible changes
- DPT address information requirement when calling in a complaint
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
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- Cable Car
- Passenger Service Report (PSR)

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OCSC April 16, 2007, minutes

**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**FINAL Minutes
of
Regular Meeting**

DOCUMENTS DEPT.

**Monday, April 16, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California**

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1. Call to Order / Roll Call (Agenda Item 1). The regular meeting of the Operations & Customer Service Committee (OCSC) was called to order at 3:02 p.m., Monday, April 16, 2007. Joan Downey (Chair) presided. A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, and Norman Rolfe.

OCSC Members Present, but Absent at Roll Call: Sue Cauthen arrived at 3:20 p.m. and departed at 4:10 p.m., and Daniel Murphy arrived at 4:03 p.m.

OCSC Members absent: None.

MTA CAC Members, not on this committee, but also present: None.

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Debra Reed (MTA CAC Secretary), and Marisa Espinosa (MTA – Manager, Strategic Policy Initiatives).

Community Representatives Present: Edward Mason, Robert Planthold, and Rosie West

2. Adopt Minutes of March 19, 2006:

March minutes were adopted.

3. Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:

Rosie West reported seeing buses along the M line

Edward Mason reported that 511 service was down

4. Report of the Chair:

Cole Hardware was selling Fast Passes.

5. Operations Update (Discussion/Action)

MTA staff Jim Kelly was not available for this item. Item will be continued at the next OCSC meeting.

6. Critique of West Portal & Plans for Carnival (Discussion/Action)

MTA staff Joyce Garay was not available for this item. An OCSC discussion ensued in connection with a previous comment made by Edward Mason regarding re-routes and detours during Carnival celebrations. During special events, patrons were often uninformed about route and stop location changes, detours, and bus substitution. Bus operators were seen driving in the wrong direction, confused about changes for stop locations as well as re-route information.

Public Comment

Bob Planthold felt that during Carnival celebrations, Valencia Street should be dedicated to bus-only traffic and that autos should be redirected to Dolores and Guerrero Streets.

Edward Mason asked about adequate advanced notice to the public. Mary Burns said that she saw numerous signs posted in the West Portal Station and staff conducted a door to door campaign to merchants and residents within 3 blocks, and visited various community meetings. Ms. Burns also heard a radio public service announcement on KFOG a week prior to the event.

Motion: The MTA CAC recommends that when Muni service is temporarily rerouted that the Agency provides frequent and consistent communication to the public, adequate and consistent signage, and communicate changes and including maps to all operators, especially on nearby lines, and that signage be multi lingual and include maps where ever feasible.

The MTA CAC further recommends the Agency endeavor to keep substitution plans consistent and not alter them further after communication to the public has begun.

The MTA CAC recommends that after major reroutes of substitution of service the Agency conduct lessons learned sessions.

Moved by Dan Weaver

2nd by Mary Burns

CAC passed unanimously (Ayes - Downey (Chair), Burns, Murphy, and Rolfe)

Motion: The MTA CAC recommends that the MTA close Valencia Street to automobile traffic during the Carnival Parade in order to avoid the congestion in previous years that seriously disrupted Muni service.

Moved by Dan Weaver

2nd by Norman Rolfe

CAC passed unanimously (Ayes - Downey (Chair), Burns, Murphy, and Rolfe)

7. Strategic Plan (Discussion/Action)

OCSC discussion ensued with staff participation from Marisa Espinosa. Ms. Espinosa distributed and reviewed a PowerPoint presentation entitled MTA 2012 Strategic Plan Development Goal Team Initiatives, dated April 10, 2007.

Comments and Questions from the OCSC

Joan Downey:

Ms. Downey asked about the effectiveness of on-street parking management involving 85% meter turnover rate in areas other than downtown. Often meter rates correlate with garage rates resulting in. Response: DPT's goal is an 85% meter turnover. Studies are done to make sure that the meters are priced in order for the turnover to be effective and cars are not parked all day while other cars can find parking. The Board would be looking at a comprehensive parking policy to discuss issues such as meters, garages, enforcement, etc.

How does Parking Management relate to the goal? Response: One of the goals was 2.4, 2.5, reducing congestion in major corridors if the objective of getting customers to destinations when they wish to arrive. The other goal is managing parking supply to align with community goals.

Ms. Downey felt that the goals and initiatives did not relate to the goal of promoting transit first priority.

Public Comment

Bob Planthold commented that people had given up on reporting complaints. Response: Complaints can also be filed at the MTA website.

8. Sidewalk parking press release update (Discussion/Action)

Sue Cauthen was not available for this item. Item will be continued at the next OCSC meeting.

9. 39 Coit Update: (Discussion/Action)

Sue Cauthen was not available for this item. Item will be continued at the next OCSC.

10. Committee Members' Questions/Information Requests (Discussion)

Ilie Gaceu's letter from 2005 was never answered regarding perpendicular parking on Irving and 19th Avenue

Status on signage at Forrest Hill station

Daily Ops report on line. Daniel Murphy will speak with the Executive Director.

Dan Murphy asked about the Performing Arts garage policy to close the Grove Street pedestrian entrance early before the garage's close of business. Debra Reed said that the information request had been answered and that she would forward the staff reply that was included in the April 5, 2007 Information Request letter.

11. Schedule Upcoming Meetings and Agenda Items (Discussion/Action)

Next regular meeting: May 21, 2007, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

12. Adjournment: 5:01 p.m.

Respectfully submitted by:

Debra J. Reed

MTA CAC - Secretary

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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Meeting
for**

Monday, May 21, 2007 at 3:00 p.m.

"Has Been Cancelled"

**1 South Van Ness Avenue, Room 3075
San Francisco, California**

San Francisco, CA

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Members:

Joan Downey (Chair), Mary Burns, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Dorris Vincent, Daniel Weaver, and Jamison Wieser
(1 Vacancy)

Notes:

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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for**

**Monday, June 18, 2007 at 3:00 pm
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

Members:

Joan Downey (Chair), Mary Burns, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Greg Riessen, Dorris Vincent, Daniel Weaver, and Jamison Wieser
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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, June 18, 2007 at 3:00 p.m.**
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of April 16, 2007: (Attachment) (Discussion/Action)	3:01
3.	Public Comment	3:03
4.	Report of the Chair (Discussion/Action)	3:04
5.	Operations Update (Discussion/Action) Jim Kelly	3:05
6.	Game Days Operations -- how has it changed with the introduction of the T-line (Discussion/Action) Jim Kelly	3:20
7.	Elimination the DPT's 1-to-9:30 p.m. shift for residential parking enforcement. (Discussion/Action)	3:50
8.	Sidewalk parking -- policy change and statistics (Discussion/Action)	4:20
9.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:40
10.	39 Coit Update (Discussion/Action)	4:45
11.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:50
12.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: July 16, 2007 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075) Substitute chair or reschedule? Suggested topics: 311; WAFER update; others?	4:55
13.	Adjournment	5:00

Attachments:
Agenda Item 2 - Draft of April 2007 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Residential Parking Permit rules and possible changes
- DPT address information requirement when calling in a complaint
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

Disability Access

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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

FINAL Minutes
of
Regular Meeting

Monday, June 18, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

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1. **Call to Order / Roll Call**

Chairperson Joan Downey called the meeting to order at 3:04 p.m.
A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, and Norman Rolfe.

OCSC Members Present, but absent at Roll Call: Daniel Murphy (arrived at 3:10 p.m.)

OCSC Members absent: None.

MTA CAC Members, not on this committee, but also present: None

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Deputy Chief Antonio Parra (MTA CAC Security), and Debra Reed (MTA CAC Secretary).

Community Representatives Present: None

2. **Adopt Minutes of April 16, 2007:**

April minutes were adopted.

3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**

None

4. **Report of the Chair:**

Joan Downey will be away during the July 16, 2007 OCSC meeting. Mary Burns will chair the meeting during her absence.

5. **Operations Update** (Discussion/Action) George Louie



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Mr. Louie never received the meeting notice. Discussion will be continued.
No action taken by the OCSC.

6. **Game Days Operations – how has it changed with the introduction of the T-line**
(Discussion/Action) George Louie

Mr. Louie never received the meeting notice. Discussion will be continued.
No action taken by the OCSC.

7. **Elimination of DPT's 1-to-9:30 p.m. shift for residential parking enforcement:**
(Discussion/Action)

Discussion ensued with staff participation from Deputy Chief Parra regarding a new experiment to increase coverage effectiveness in the 28 RPP areas. The result of the experiment was a 500% improvement in RPP enforcement.

8. **Sidewalk parking – policy change and statistics:** (Discussion/Action)

Discussion ensued with staff participation from Deputy Chief Antonio Parra.

Deputy Chief Parra said that he made it clear to parking control officers (PCOs) as well as sent a memo to all personnel dated April 16, 2007 that they had a primary citation function ranging from RPP, meters, yellow zones, etc. While waiting for new assignments, PCOs were expected to cite any violations, including citing sidewalk parking; there was no need for PCOs to wait for complaints.

Mr. Nat Ford (MTA Executive Director/CEO ordered that vacancies for PCO positions be filled. With Transit First, there has been a lot of focus on patrolling transit lanes and routes, so that LRVs, buses and trolleys could improve on-time performance. Yellow zone violations, double parking, etc. can have a domino impact on transit. Transit First is a very high priority for enforcement decisions.

Motion The MTA CAC recommends that the MTA consider applying the saturation strategy successfully used in enforcing Residential Parking Permits to the enforcement of laws against sidewalk parking.

2nd by Norman Rolfe

CAC passed unanimously (Ayes – Downey, Burns, Rolfe, and Murphy).

Questions and Comments from OCSC

Dan Murphy observed that a neighborhood vehicle regularly parking day and night on the sidewalk using a handicapped plaque along with emergency lights constantly engaged.

Response: A handicap placard does not allow a vehicle to be parked on the sidewalk for any time period.

Joan Downey:

Enforcement continued to refuse complaints without license number and make/model number of the car, stating example: a car illegally parked in a handicap zone. Mr. Murphy added his frustration attempting to report a car blocking the driveway of a City-own parking

garage on 7th and Irving, and having his report refused because there was no visible street number. Some information should not be necessary to cite offenders.

9. **Staff responses for Recommendations and Information Requests:**

(Discussion/Action)

None

10. **39 Coit Update** (Discussion/Action)

Sue Cauthen resigned from the CAC council. Dan Murphy suggested removing the 39 Coit Update as a regular item from the OCSC agenda until new information became available.

11. **Committee Members' Questions/Information Requests:** (Discussion/Action)

- Ilie Gaceu's letter was never answered regarding parking at Irving and 19th Avenue.

12. **Schedule Upcoming Meetings and Agenda Items:** (Discussion)

Next regular meeting: July 16, 2007, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

13. **Adjournment:** 4:40 p.m.

Respectfully submitted by:

Debra J. Reed

MTA CAC - Secretary



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

Notice of Regular Meeting "Only"

Agenda soon to follow

for

**Monday, July 16, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

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Members:

Joan Downey (Chair), Mary Burns, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for**

**Monday, July 16, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Room 3075
San Francisco, CA**

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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, July 16, 2007 at 3:00 p.m.**
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of June 18, 2007: (Discussion/Action)	3:01
3.	Public Comment	3:03
4.	Report of the Chair (Discussion/Action)	3:04
5.	Operations Update (Discussion/Action) Jim Kelly	3:05
6.	WAFER and Translink update (Discussion/Action) Henry Kim [not confirmed]	3:20
7.	Motion to use headway adherence instead of schedule adherence for lines with headways less than 10 minutes. (Discussion/Action)	3:50
8.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:10
9.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:20
10.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: August 20, 2007 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075) Suggested topics: 311; PSRs; others?	4:25
11.	Adjournment	4:30

Attachments:

Agenda Item 2 - Draft of June 2007 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Residential Parking Permit rules and possible changes
- DPT address information requirement when calling in a complaint
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City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

Regular Meeting Minutes

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Monday, July 16, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California

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1. **Call to Order / Roll Call**

Chairperson Mary Burns called the meeting to order at 3:09 p.m. Meeting proceeded as informational until quorum was met at 3:22 p.m.

A quorum was present including the following:

OCSC Members Present at Roll Call: Mary Burns (Chair), and Norman Rolfe.

OCSC Members Present, but absent at Roll Call: Daniel Murphy (arrived at 3:22 p.m.)

OCSC Members absent: Joan Downey

MTA CAC Members, not on this committee, but also present: None

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Jim Kelly (MUNI Sr. Operations Manager, Central Control), Joe Speaks (MTA – Translink Implementation Manager), Henry Kim (MTA Project Manager), and Debra Reed (MTA CAC Secretary).

Community Representatives Present: None

2. **Adopt Minutes of June 18, 2007:**

June minutes were adopted.

3. **Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:**

No representatives of the public were present

4. **Report of the Chair:**

No report was presented

5. **Operations Update (Discussion/Action) Jim Kelly**

OCSC discussion with staff participation from Jim Kelly ensued. Mr. Kelly reported improvements including the success of combining the K Ingleside and T Third routes into a single route, which resulted in a reduction in the backlog of trains turned around at the Embarcadero, and a reduction in dwell time, as well as improved travel time.



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Retired operators were brought back on a part-time basis to fill in absentee gaps; plus 2 classes of new operators were soon expected to complete training.

6. **WAFER and Translink Updates** (Discussion/Action) **Joe Speaks and Henry Kim**
(Discussion/Action)

An OCSC discussion ensued with staff participation from Joe Speaks and Henry Kim.

Mr. Speaks reviewed plans for Translink's (an ERG contractor) pre-launch revenue ready scheduled for December 2007 to be followed by the complete rollout during 2008. There was still an ongoing timeline problem in that BART's fare readers would still not be able to recognize Senior, Disabled, and Youth passes.

Mr. Kim discussed updates on WAFER (a capital project initially created to replace all fare gates to meet Translink standards and furnish new ticket vending machines), which was not an active project, on hold with no active staff. Consistent directions and fare collection policy continued to be an issue for resolution, such as system wide proof of payment, tokens, etc.

7. **Motion to use Headway Adherence Instead of Schedule Adherence for Lines with Headways Less Than 10 Minutes** (Discussion/Action)

Joan Downey was not available for this discussion. Item would be continued.
No action taken by the OCSC.

8. **Staff Responses for Recommendations and Information Requests**
(Discussion/Action)

Judson True (MTA Local Government Relations Manager) was still working on responses.

9. **Committee Members' Questions/Information Requests:** (Discussion/Action)

Dan Murphy had the following Service Standards questions for Jim Kelly:

- ◆ What were the on-time performance numbers for Metro from the time the T Third Street opened up until June 29, 2007?
- ◆ What were the on-time performance numbers for Metro since the June 30, 2007 schedule changes?

10. **Schedule Upcoming Meetings and Agenda Items:** Discussion

Next regular meeting: August 20, 2007, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

11. **Adjournment:** 3:53 p.m.

Respectfully submitted by:
Debra J. Reed
MTA CAC - Secretary



City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

Notice

Regular Meeting for

Monday, August 20, 2007 at 3:00 p.m.

"Will be Rescheduled"

1 South Van Ness Avenue, Room 3075
San Francisco, CA

Members:

Joan Downey (Chair), Mary Burns, Daniel Murphy and Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,
Cesar Perez, Greg Riessen, Dorris Vincent, Daniel Weaver, and Jamison Wieser
(1 Vacancy)

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1 South Van Ness Avenue, 7th Floor - San Francisco, CA 94103-5417
☎ (415) 701-4666 FAX (415) 701-4502





**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
for**

**Monday, September 17, 2007 at 3:00 pm
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**City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, September 17, 2007 at 3:00 p.m.**
1 South Van Ness Avenue, Room 3075
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Adopt Minutes of July 16, 2007: (Attachment) (Discussion/Action)	3:01
3.	Public Comment	3:03
4.	Report of the Chair (Discussion/Action)	3:04
5.	Operations Update (Discussion/Action) Jim Kelly	3:05
6.	PSR update: statistics; effects; what happens to PSRs not specific to an operator? (Discussion/Action) Mary Travis-Allen	3:20
7.	311 Center: How many calls? Change from Muni line in number and type of calls? What is the training of the operators? Have there been any complaints? If so, what about? (Discussion/Action) Joy Houlihan	4:00
8.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:40
9.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:50
10.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: October 15, 2007 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075) Suggested topics: 311; PSRs; others?	4:55
11.	Adjournment	5:00

Attachments:

Agenda Item 2 - Draft of July 2007 Minutes



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

Regular Meeting Minutes

**Monday, September 17, 2007 at 3:00 p.m.
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1. Call to Order / Roll Call

Chairperson Joan Downey called the meeting to order at 3:03 p.m.
A quorum was present including the following:

OCSC Members Present at Roll Call: Joan Downey (Chair), Mary Burns, and Norman Rolfe.

OCSC Members absent: Daniel Murphy

MTA CAC Members, not on this committee, but also present: None

MTA Staff (San Francisco Municipal Railway [Muni] and Department of Parking and Traffic [DPT]) Present: Mary Travis-Allen (MTA PSR), Joy Houlihan, and Nancy Alfaro (311 Call Center – Deputy Director), and Debra Reed (MTA CAC Secretary).

Community Representatives Present: None

2. Adopt Minutes of July 16, 2007:

July minutes were adopted.

3. Public Comment – Concerning any issue within the jurisdiction of the Committee and not noted on the agenda:

None

4. Report of the Chair: Joan Downey

Ms. Downey was contacted by Javad Mirabdahl (MTA Planner) regarding replacing the N Judah stop West of Cole Street with a Transit center on Carl and Cole, and reestablishing the stop East of Cole Street. There would be a meeting on September 27, 2007 for input from the Community.

5. Operations Update (Discussion/Action) Jim Kelly

An OCSC discussion ensued with staff participation from Jim Kelly. Mr. Kelly distributed and reviewed a GPS data chart. GPS tracked individual vehicle's running performance, whereas traffic checkers track headway frequencies between vehicles at a particular stop. Ms.



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Downy pointed out that the CAC asked that transit performance be measured by headway results instead of by schedule adherence. Rail drivers were short by 70 operators

Questions and Comments from the OCSC

Norman Rolfe

Were the number of inspectors adequate? Response: The budget adequately supports MTA's 200 inspectors, which includes instructors, dispatchers, street and terminal departure monitors. Ideally to maintain the 85% on-time goal, an additional 100 inspectors were needed. Every weekend, San Francisco is a busy city with parades, street fairs, holiday celebrations such as New Years Eve, Halloween, Bay to Breakers, and more.

Joan Downey

What are the expectations for inspectors, besides writing reports? Response: Training for Inspector had been very rudimentary. More training is needed, such as customer service, basic supervisory skills, employee management tools, etc. Mr. McDonald and Mr. Wilson are looking into training courses for inspectors as well as every level of management.

Ms. Downey suggested changing the Inspector title to Transit Supervisor.

6. **PSR update: statistics; effects; what happens to PSRs not specific to an operator?** (Discussion/Action) Mary Travis-Allen

An OCSC discussion ensued with staff participation from Mary Travis-Allen. Ms. Travis-Allen distributed and reviewed the 2007 monthly complaint report. PSRs that are none specific to an operator are viewed as informational only and are forwarded to street supervision. Larry Garnes, the new head of street inspectors for rubber tires, wanted to increase the number of inspectors to improve line supervision as well as change expectations of inspectors. Mr. Ken McDonald had been looking at programs and training to improve management skills.

Questions and Comments from the OCSC

What had been the discipline process? Response: There was a transition in 2002 to the tally system. However only 30% of the complainants attended the hearing; and of the 30% only 15% were found to be valid. Through cooperation between the superintendent and the Union chair the procedure was again redeveloped. Without minimizing the authority of the superintendent, cases would be reviewed; recommendations would be offered for counseling, support services, retraining, EAP, and the Ambassador program. Progressive discipline would only be applicable if problems continued after all the other steps had been exhausted. More serious allegations with investigations would be accelerated to disciplinary action.

7. **311 Center: How many calls? Change from Muni line in number and type of calls? What is the training of the operators? Have there been any complaints? If so, what about?** (Discussion/Action) Joy Houlihan and Nancy Alfaro

An OCSC discussion ensued with staff participation from Joy Houlihan and Nancy Alfaro. Ms. Houlihan distributed a PSR (Passenger Service Report) chart reporting on monthly data

for 2007. The 311 Call Center had processed over 824,000 between April and September 2007, including 673-MUNI calls that automatically transfer callers to the 311 Call Center. While 65% of calls received were Muni related, including complaints from riders, 311 also accepted calls regarding property tax assessment, marriage license, and birth and death records. 311 would soon accept calls for abandoned vehicles, damaged street signs, and other requests.

The six week training program focuses on customer service as the top priority. Several months were spent querying every City department in order to build an extensive knowledge base at 311 to answer the most frequently asked questions. More difficult questions were forwarded to a content team for responses within 2 days.

Questions and Comments from the OCSC

Joan Downey:

Were there problems for cell phone users calling 311? Response: 311 had agreements with all the major cell phone carriers. Cell phones within San Francisco should have had no problem calling 311.

Were there any complaints regarding 311? Response: Few, occasionally there were complaints that the caller was given wrong information. Sometimes callers were annoyed when 311 representatives ask for clarification information information, such as names and addresses.

8. Staff responses for Recommendations and Information Requests (Discussion/Action)

None

9. Committee Members' Questions/Information Requests: (Discussion/Action)

None

10. Schedule Upcoming Meetings and Agenda Items: [Attachments] (Discussion/Action) Next regular meeting: October 15, 2007, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

11. Adjournment: 4:33 p.m.

Respectfully submitted by:
Debra J. Reed
MTA CAC - Secretary



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

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Operations & Customer Service Committee (OCSC)

**Notice of Regular Meeting and Agenda
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Municipal Transportation Agency
Citizens' Advisory Council
Operations & Customer Service Committee (OCSC)**

**Regular Meeting
Monday, October 15, 2007 at 3:00 p.m.**
1 South Van Ness Avenue, Room 3075
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3.	Public Comment	3:03
4.	Report of the Chair (Discussion/Action)	3:04
5.	Operations Update (Discussion/Action) Jim Kelly	3:05
6.	Update on hiring. (Discussion/Action) Jim Kelly and Joy Houlihan	3:20
7.	Maps and signage: (Discussion/Action) Murray Bond	4:00
8.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:40
9.	Committee Members' Questions/Information Requests and Review of responses (Discussion/Action)	4:50
10.	Schedule Upcoming Meetings and Agenda Items Next regular meeting: November 20, 2007 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 rd Floor (Conference Room 3075)	4:55
11.	Adjournment	5:00

Attachments:

Agenda Item 2 - Draft of September 2007 Minutes

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

Follow-up Items:

- 39-Coit Service Improvement
- Residential Parking Permit rules and possible changes
- DPT address information requirement when calling in a complaint
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (MTA) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)

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OCSC October 15, 2007, minutes

**City and County of San Francisco
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Operations & Customer Service Committee (OCSC)

Regular Meeting Minutes

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1. Call to Order / Roll Call

Chairman Joan Downey called the meeting to order at 3:04 p.m.

OCSC Members present at Roll Call: Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe.

OCSC Members absent: None.

SFMTA CAC Members, not on this committee, but also present: Bruce Oka

SFMTA staff and other city departments present: Murray Bond (Deputy Director for Strategic Communication), Jim Kelly (Sr. Operations Manager, Central Control), Marie Holland (SFMTA/DPT Assistant Director), and Debra Reed (SFMTA CAC Secretary).

Community representatives present: Rosie West

2. Adopt minutes of September 17, 2007:

Motion to adopt minutes: unanimously approved.

3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:

Rosie West stated that the M-Ocean View line continues to be unreliable. She also reported that the K-Ingleside, L-Taraval and M-Oceanview lines were frequently turned around at the Van Ness Station. Jim Kelly said that he would need specific dates and times of the incidents for research purposes.

4. Report of the Chairman: Joan Downey

No report.

5. Operations Update (Discussion/Action) Jim Kelly

This item will be continued.

6. Update on hiring. (Discussion/Action) Jim Kelly and Marie Holland

Mr. Kelly stated that the attrition rate for operators continues at pace with the number of newly trained bus operators. SFMTA recently hired two new trainers and has hopes of doubling the number of newly trained drivers. An extra board for rail operations has been created.

Ms. Holland stated that attrition continued to be a factor for the Department of Parking and Traffic (DPT), but there has been a slight increase in the number of newly trained parking control officers (PCO).

Questions and Comments

Ms. Downey asked how 311 calls were routed to DPT for deployment. Ms. Holland stated that 311 operators would forward DPT complaints to Enforcement.

Ms. Downey asked about assignments for new PCOs. Ms. Holland said that deployment duties included the 587 program, residential parking permit patrol, sidewalk parking patrol, and transit related projects.

7. Maps and signage: (Discussion/Action) Murray Bond

Mr. Bond provided an update regarding the status of sign replacements in Metro stations to reflect the June 2007 service changes. The Metropolitan Transportation Commission is funding a Wayfinding Signage Pilot program to replace old signs with new graphics.

Comments and Questions

Norman Rolf stated that the lettering on station signs and directions were difficult to read from a train.

Joan Downey stated that "Warning" used in quotes on decal signs regarding video recordings is grammatically incorrect. The quotation marks should be removed.

Ms. Downey stated that underground stations have no audible announcements for station identification. The Forest Hill Station has no indication from the outside that it is a Muni station.

Daniel Murphy stated that signs should be clear and easy for ADA patrons, tourists, occasional and new riders in order to navigate the system. Mr. Murphy asked that Mr. Bond contact CAC PMC Chairman Jamison Wieser to schedule a discussion regarding maps and signs.

8. Staff responses for Recommendations and Information Requests (Discussion/Action)

No responses.

9. Committee Members' Questions/Information Requests and Review of responses
(Discussion/Action)

No questions.

10. Schedule Upcoming Meetings and Agenda Items

Next regular meeting: November 19, 2007, at 1 South Van Ness Avenue, Conference Room 3075,
at 3:00 p.m.

11. Adjournment: no time recorded

Respectfully submitted by:

Debra J. Reed

SFMTA CAC - Secretary

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**City and County of San Francisco
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Operations & Customer Service Committee (OCSC)

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AGENDA

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2.	Adopt Minutes of October 15, 2007 (Discussion/Action)	3:01
3.	Public Comment	3:03
4.	Report of the Chair (Discussion/Action)	3:04
5.	Operations Update (Discussion/Action) John Byrd	3:05
6.	Transportation Quality Review - Audit findings (Discussion/Action) Travis Fox	3:30
7.	All-Door Boarding Pilot (Discussion/Action) Britt Tanner	4:15
8.	Staff responses for Recommendations and Information Requests (Discussion/Action)	4:40
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For more information on your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) or to report a violation of the ordinance, contact Frank Darby by mail at Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102-4689; by phone at 415-554-7724; by fax at 415-554-7854 or by e-mail at frank.darby@sfgov.org.

Individuals interested in obtaining a free copy of the Sunshine Ordinance can request a copy from Mr. Darby or by printing Chapter 67 of the San Francisco Administrative Code from the Internet at <http://www.sfgov.org/bdsupvrs/sunshine.htm>.

Lobbyist Ordinance

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Campaign and Governmental Conduct Code, Section 2.100, to register and report lobbying activity. For more information about the Lobbyist Ordinance, contact the Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102, telephone (415) 252-3100, fax (415) 252-3112, or visit their website at <http://www.sfgov.org/ethics/>.

**City & County of San Francisco
Municipal Transportation Agency
Citizens Advisory Council (CAC)**

Operations & Customer Service Committee (OCSC)

Tentative Topic Calendar

Referred Item to Committee:

Follow-up Items:

- 39-Coit Service Improvement
- Residential Parking Permit rules and possible changes
- DPT address information requirement when calling in a complaint
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

Quarterly Update:

- Cable Car
- Passenger Service Report (PSR)



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Operations & Customer Service Committee (OCSC)

Regular Meeting Minutes

**Monday, November 19, 2007 at 3:00 p.m.
1 South Van Ness Avenue, Conference Room 3075
San Francisco, California**

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1. Call to Order / Roll Call

Chairman Joan Downey called the meeting to order at 3:06 p.m.

OCSC Members present at Roll Call: Joan Downey (Chairman) and Mary Burns.

OCSC Members present, but absent at Roll Call: Norman Rolfe (arrived at 3:07 pm)

OCSC Members absent: Daniel Murphy

SFMTA CAC Members, not on this committee, but also present: Steve Ferrario (pro temp for Daniel Murphy)

SFMTA staff and other city departments present: John Byrd (SFMTA Deputy Director for Rail Operations), Travis Fox (SFMTA Principal Administrative Analyst), Britt Thesen Tanner (SFMTA Associated Engineer), Ted Unaegbu (SFMTA Acting Director of Security) and Debra Reed (SFMTA CAC Secretary).

Other guest speakers: Bonnie Nelson (Nelson/Nygaard Consulting Associates) and Steve Boland (Nelson/Nygaard Consulting Associates)

2. Adopt Minutes of October 15, 2007:

Motion to adopt minutes: unanimously approved.

3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda: None

4. Report of the Chairman: Joan Downey

311 operators are still requiring unnecessary information from callers wanting to submit complaints.

5. Operations Update (Discussion/Action) John Byrd

Mr. Byrd is the new Deputy Director for Rail Operations. Mr. Byrd reviewed Operations updates.



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Mr. Byrd said that the budget will include opening the new Metro Maintenance East facility. He will be using funds as a result of Proposition A to focus on infra-structure maintenance in the tunnels. Track and overhead wire replacement is in progress.

The local SFMTA Rodeo is scheduled for May 2008. The AFTA Conference is scheduled for the same week that the SFMTA will be hosting international rodeo in June 2008.

Mr. Byrd is looking into establishing regular training programs.

Mr. Byrd said that line management, NextBus and cameras were effective tools to improve on-time performance.

Questions and Comments

Steve Ferrario asked about dirty subway cars. Mr. Byrd said that he has reassigned vehicle appearance to the rail mechanics officer.

Mr. Ferrario said that there is still a problem with too many cable cars in layover. Mr. Byrd said that he would like to establish a fall-back crew to keep the cars moving. Mr. Ferrario suggested a ten-year trial leasing the operations of cable cars to a private company.

Norman Rolfe commented that cable cars need more inspectors.

Mr. Rolfe said that the S. F. Police and parking control officers should work together to enforce transit laws. Mr. Byrd said that the Transit Effectiveness Program will address these issues.

Chairman Downey asked for Mr. Byrd's help to have the daily operations report posted on the SFMTA's website and the website for Rescue Muni. She added that she wanted to see data for daily headways restored to the report.

Mary Burns said that operators should be using a daily check lists before starting service. Mr. Byrd said that operators are trained to use a pre-operation check list.

6. Transportation Quality Review - Audit findings (Discussion/Action) Travis Fox, Bonnie Nelson and Steve Bolland

Ms. Nelson reviewed Proposition E – Municipal Transportation Agency Quality Review Summary, dated Nov 19, 2007.

Chairman Downey proposed the following motion:

Motion: The SFMTA CAC recommends that the SFMTA adopt all the Nelson/Nygaard recommendations.

The motion passed unanimously.

7. All-Door Boarding Pilot (Discussion/Action) Britt Tanner and Ted Unaegbu

Ms. Tanner reviewed the All-Door Boarding (AD) pilot that will begin January 2008. Ms. Tanner said that the AD pilot will help the SFMTA to understand the impact that fare evasion has on the budget and the amount of staff needed for an effective proof of

payment (POP) system. She added that the AD pilot will decrease bus dwell time, distribute passengers evenly throughout buses, reduce operator stress, and increase revenue.

Questions and Comments

Chairman Downey suggested that only a system-wide pilot can be successful. Mr. Uneagbu said that the budget will not cover a system-wide POP staff.

Chairman Downey said that more POP cops on buses will increase safety and reduce crime.

Chairman Downey said that passengers will be confused by the variety of conflicting backdoor procedures. Ms. Tanner said that the SFMTA will do an extensive outreach with flyers and media services to identify affected lines for transit users.

Chairman Downey proposed the following motion:

Motion: The SFMTA CAC recommends that before an all-door pilot program begins that the SFMTA look at past studies, and other transit systems that used a Proof of Payment system.

The motion passed unanimously.

8. Committee Members' Questions/Information Requests: (Discussion)

None

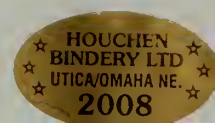
9. Schedule Upcoming Meeting and Agenda Items

Next regular meeting: January 21, 2008, at 1 South Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

- Customer service oriented training (Mary Burns)
- SFMTA fare evasion process (Joan Downey)
- POP Cops duties increased to include monitoring passenger behavior such as graffiti abatement, food restrictions and feet removed from seats (Joan Downey)

10. Adjournment: 5:13 p.m.

Respectfully submitted by:
Debra J. Reed
SFMTA CAC - Secretary



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